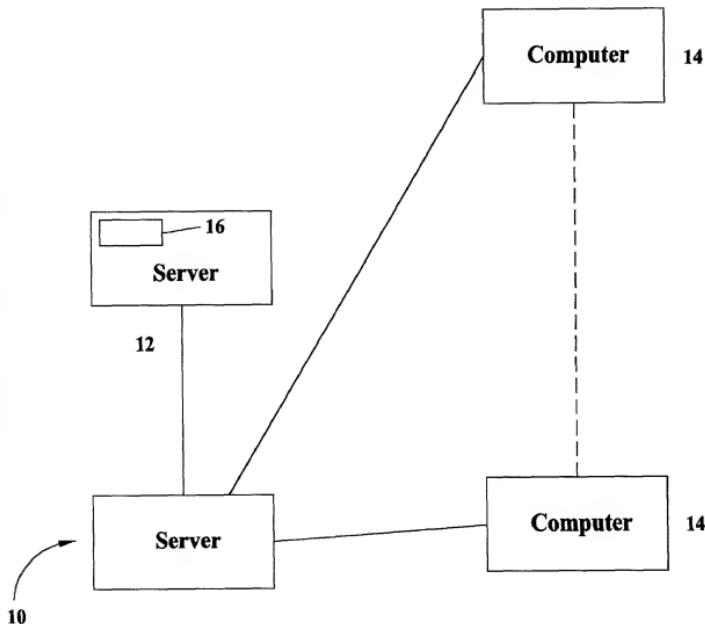


8

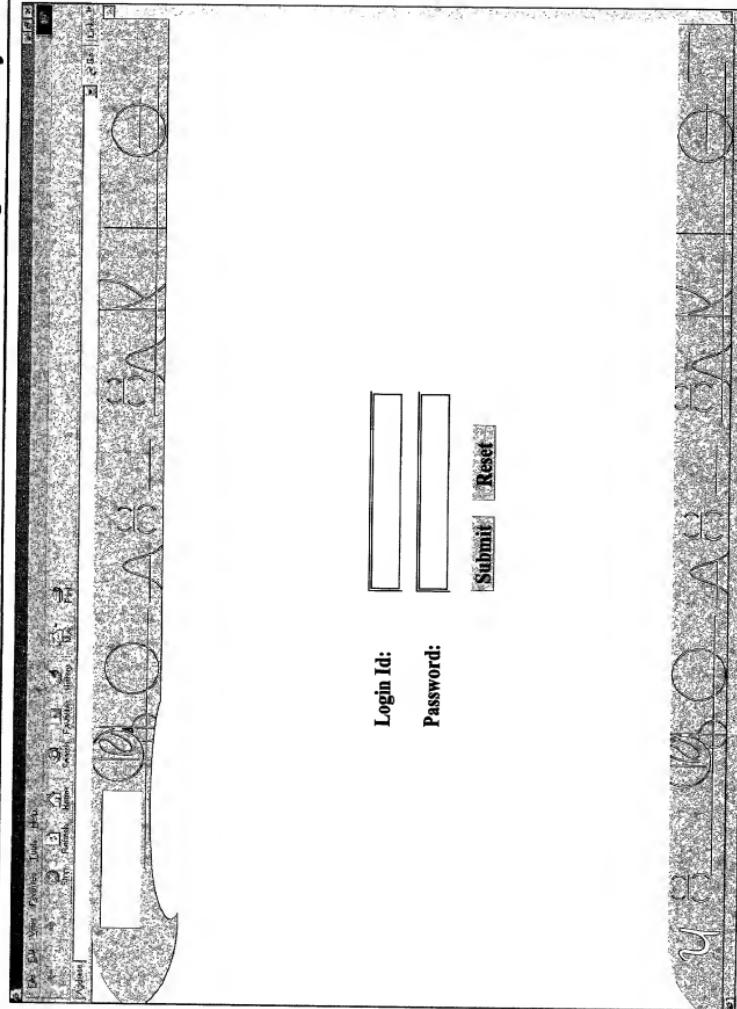


**FIG. 1**

## FIG. 2

### FIGURE 2: STRATEGY

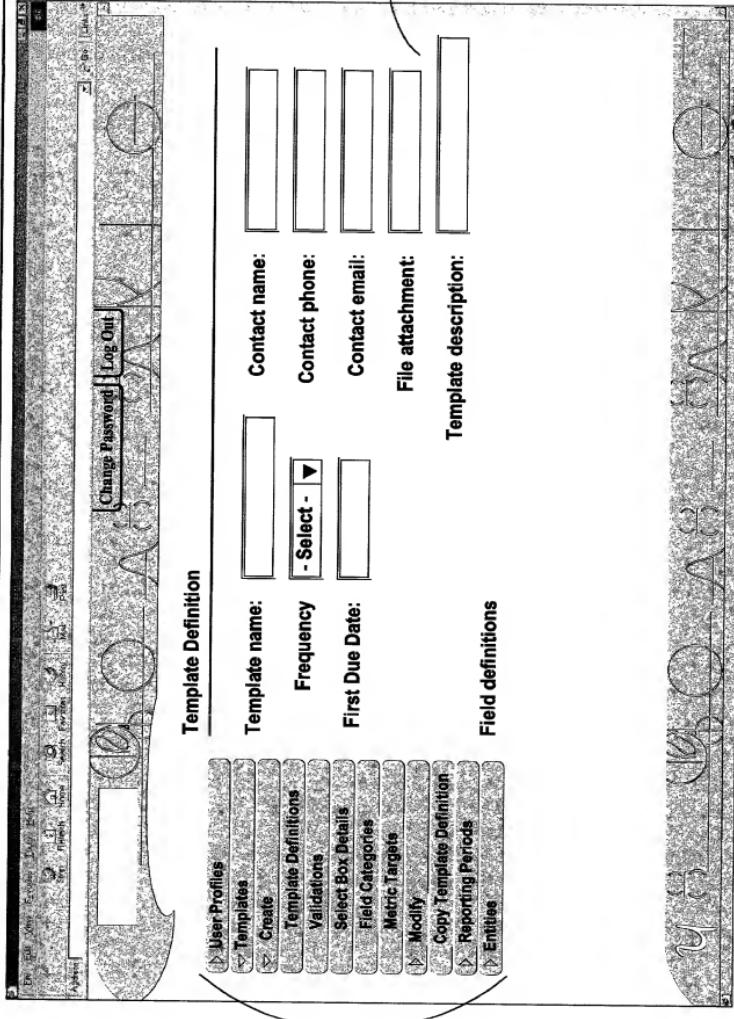
#### Getting into the system



## FIG. 3

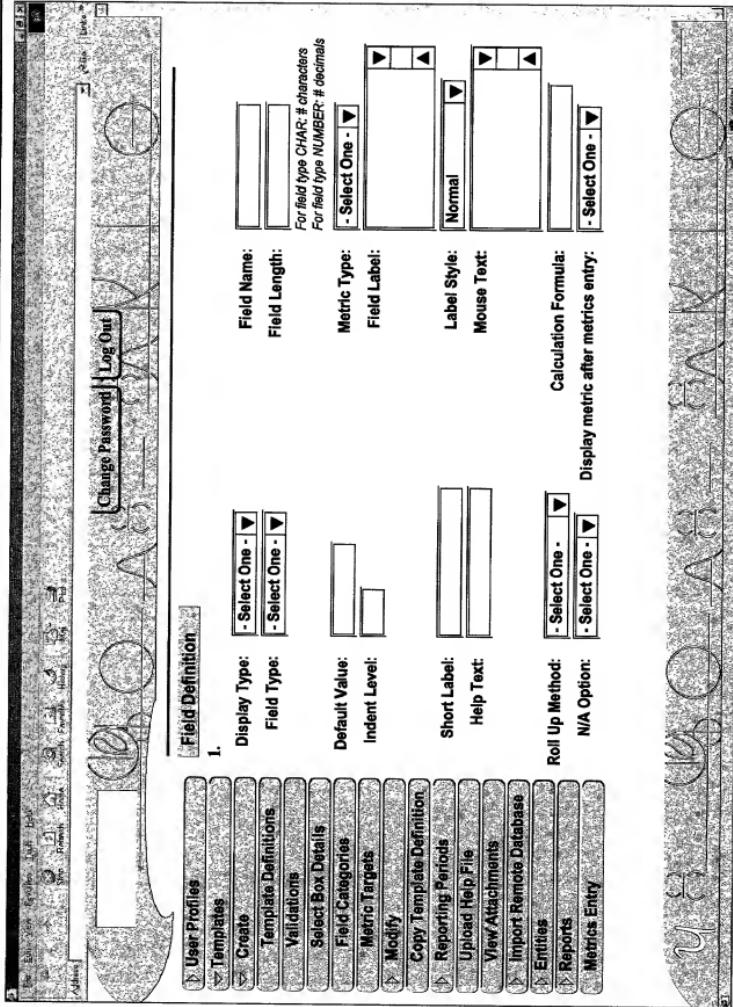
### TOOLKIT SPECIFICATIONS

## Creating a Template - 1



# FIG. 4

## Creating a Template - 2



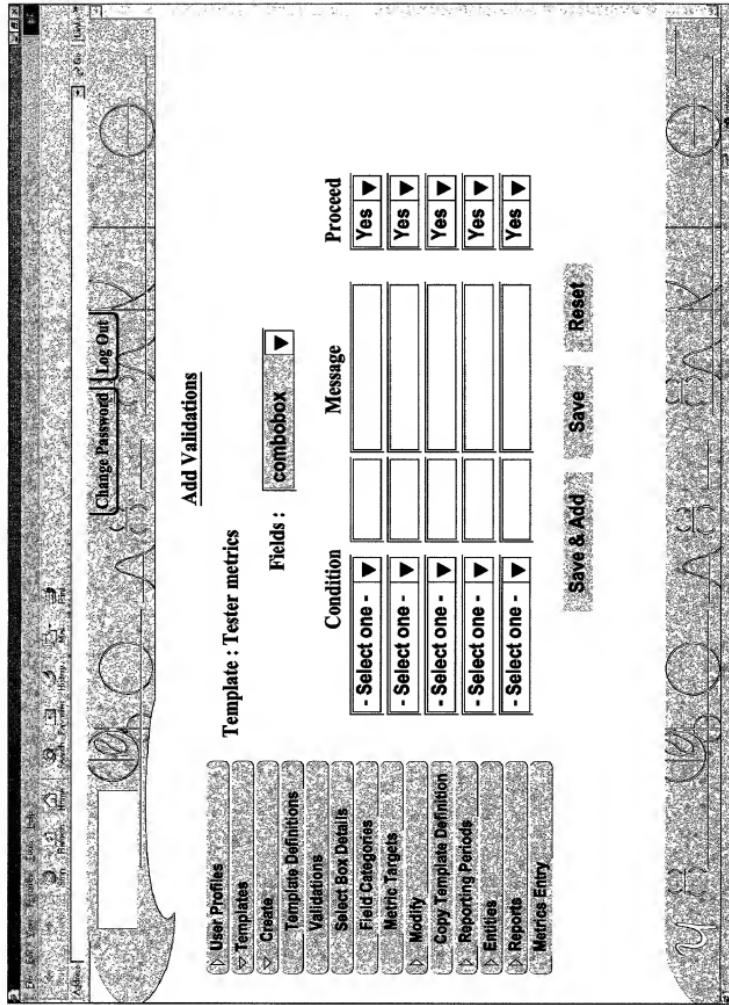
## FIG. 5

## Template Definitions

Field	Guide	Example
Display Type	This field tells what will show up on the form in what order.	Text: will provide an input box Select box: makes a drop down Header Text: displays a comment on the form Text Area: creates a longer comment type box
Field Name	Individual name used for the field in the database	Ques1
Field Type	Describes what the input will be for the question posed	Char: Text input Number: Numerical input Date: Date input Calculated: Derived from other fields on the form.
Field Length	Only valid for text input. You can limit the length.	
Default Value	The value that will show up before there is an entry	
Metric Type	What is the class of Metrics	Number, Percentage, Reverse Percentage
Indent Level	Used for formatting. Each number is 4 characters.	
Field Label	What will display on the input form?	Enter number of days late:
Short Label	This is something that could be on a report	Days Late
Label Style	For formatting	Normal / Italic, Bold
Help Text	This will display in the bottom white box, character space is limited to that size.	Enter the total number of complete days
Mouse Text	This allows for hundred of characters, Longer descriptions should go here	This is calculated as the day the actual delivery was made - the day that it was due.
Roll up Method	Not valid for all. If you are rolling it up, how will you do it?	Sum, Average, Max, Weighted Average
Calculation Formula	If the field is based on other fields in the form use this line to show that calculation	Field1*Field2
Category	If you want your metric grouped with another, click on your category that you have created.	Spendmetrics Spendmetrics.....
Display Metric	Yes or no. This is used to distinguish between actual tracked metrics and not.	

## Validation

FIG. 6



## FIG. 7

### TOOLBAR > SELECT BOX

### Select Box Details

Templates Create Select Box

Template Name: testjoe

Field Name : noises

Select Text

Value

1

2

3

4

Submit Reset

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## FIG. 8

TOEPLITZ 55482-2363

## Adding Metric Targets

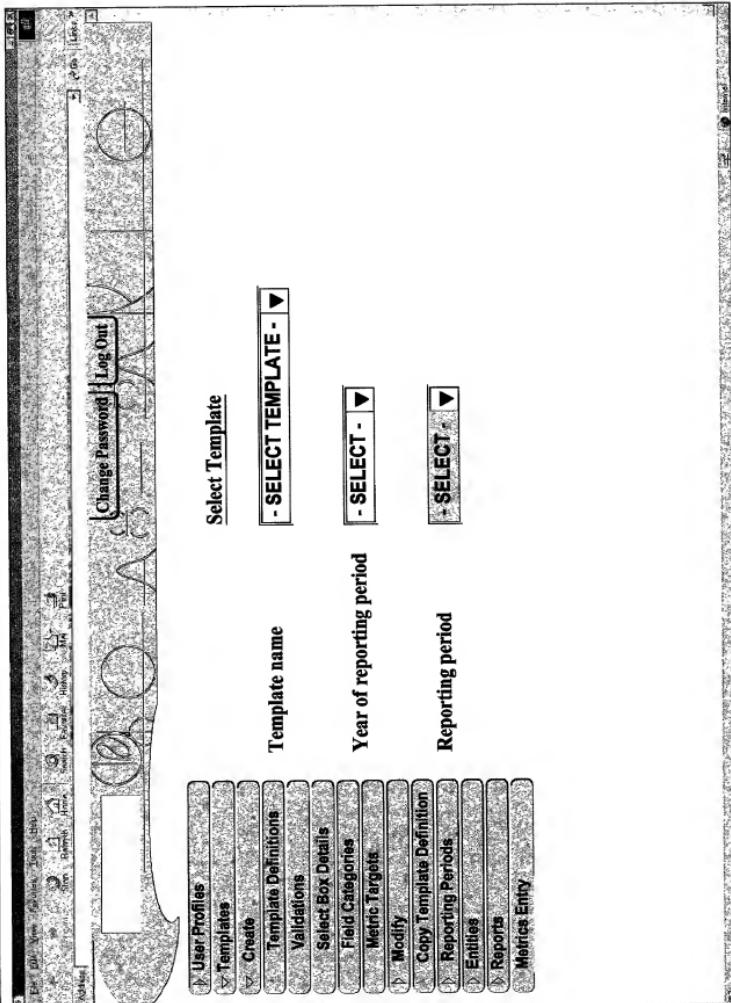
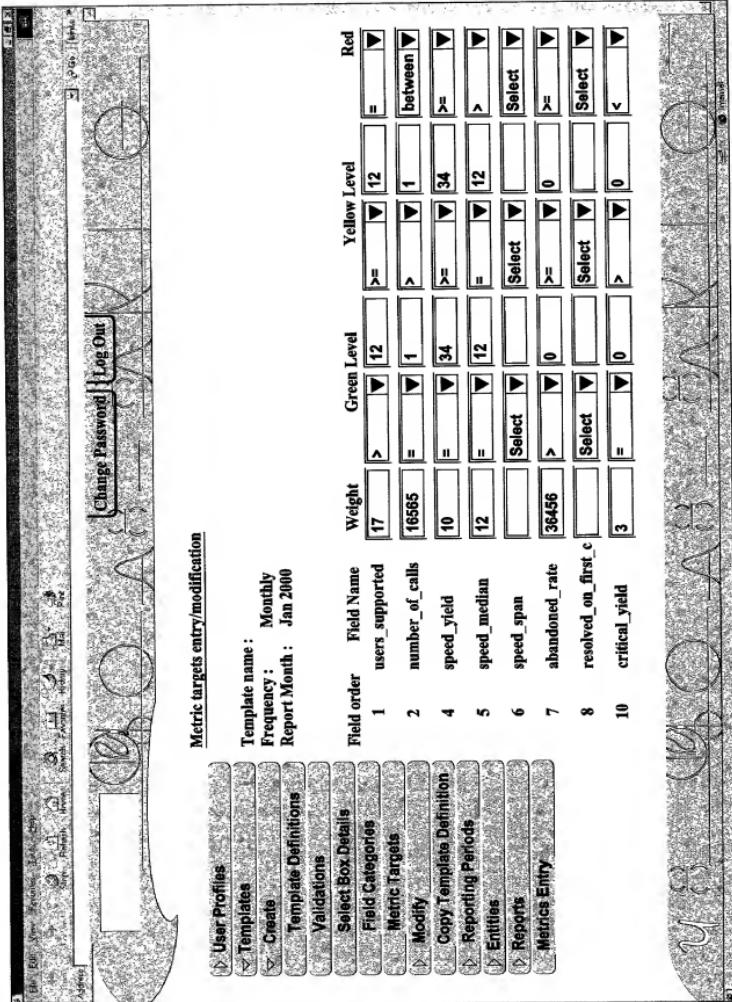


FIG. 9

卷之三

## Adding Metric Targets cont.



**FIG. 10**

**Create Field Categories**

The screenshot shows a software application window titled "Create Field Categories".

**Left Sidebar (Navigation):**

- User Profiles
- Templates
- Create
- Template Definitions
- Validations
- Select Box Details
- Field Categories
- Metric Targets
- Modify
- Copy / Template Definition
- Reporting Periods
- Upload Help File
- View Attachments
- Entities
- Reports
- Metrics Entry

**Main Content Area:**

**Create Field Category**

**Enter Category Details**

**Template :**

**Category name :**  **Authentication**

**Category Description :**  **Fields that describe Authentication**

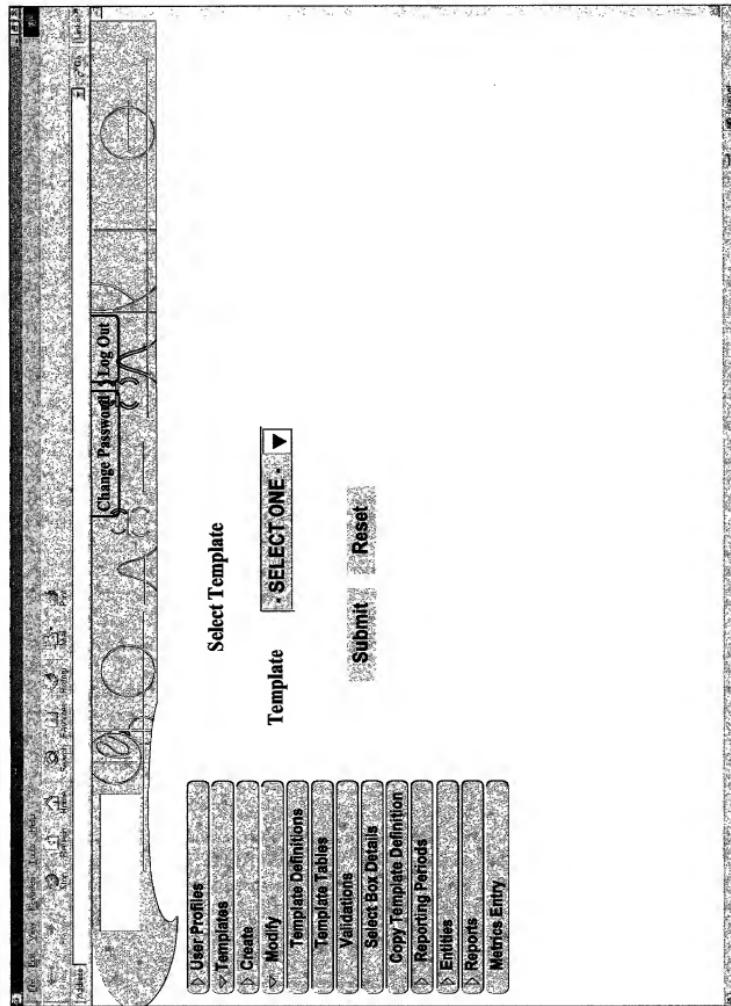
**Category Order :**  **3**

**Buttons:**

- Continue
- Reset

## Modify Template

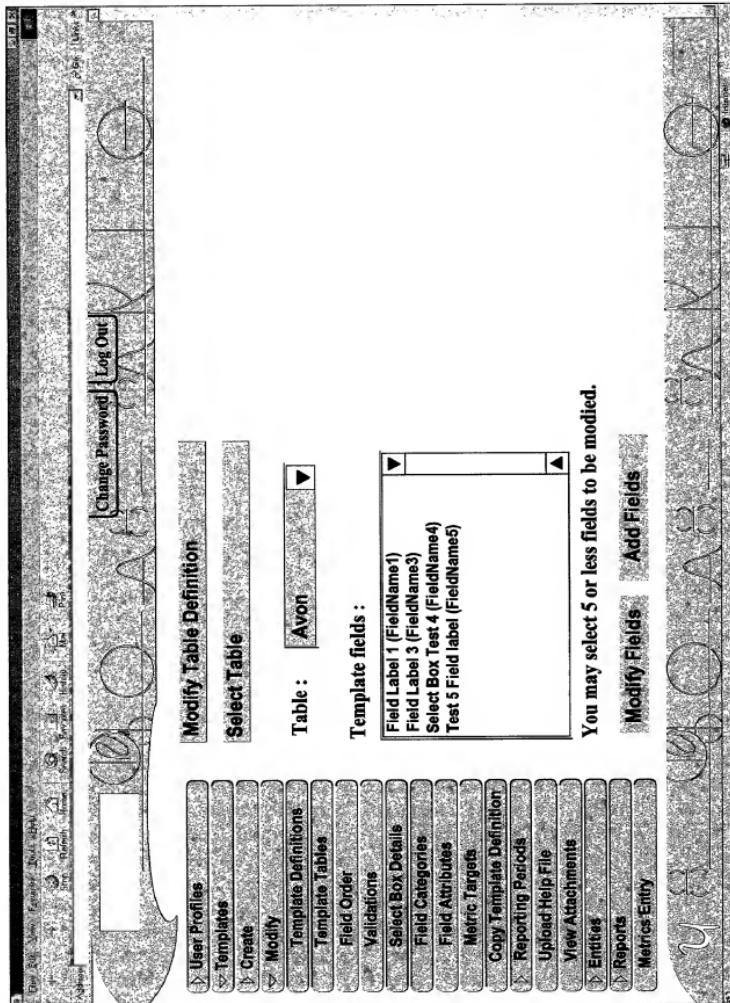
**FIG. 11**

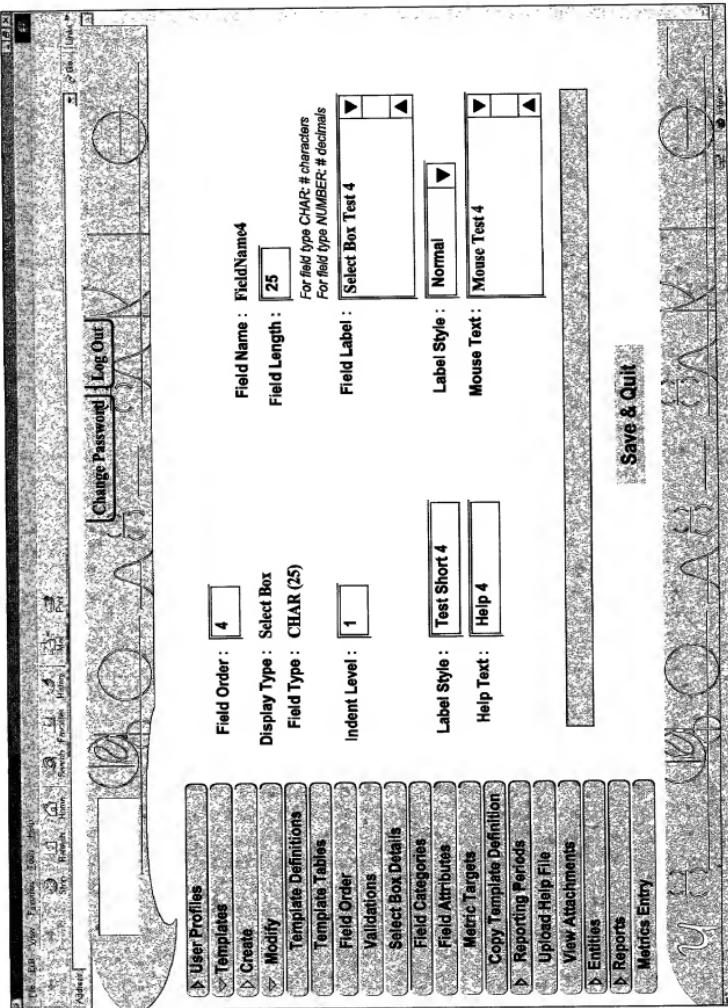


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**FIG. 12**

## Modify Template Table

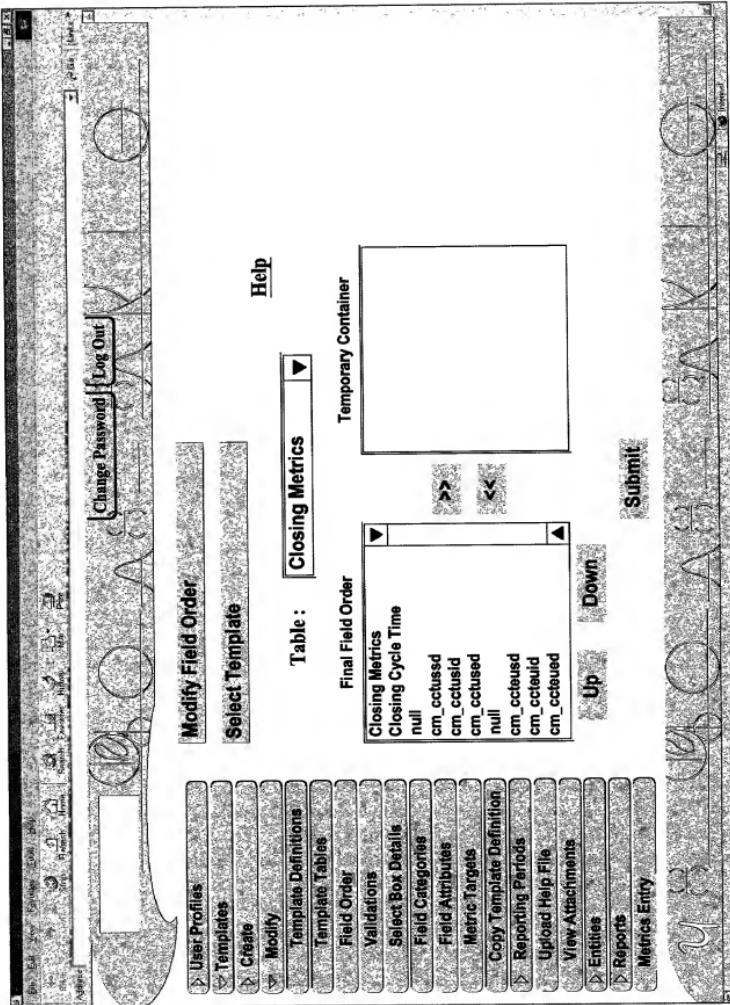


**FIG. 13****Modifying The Template**

**FIG. 14**

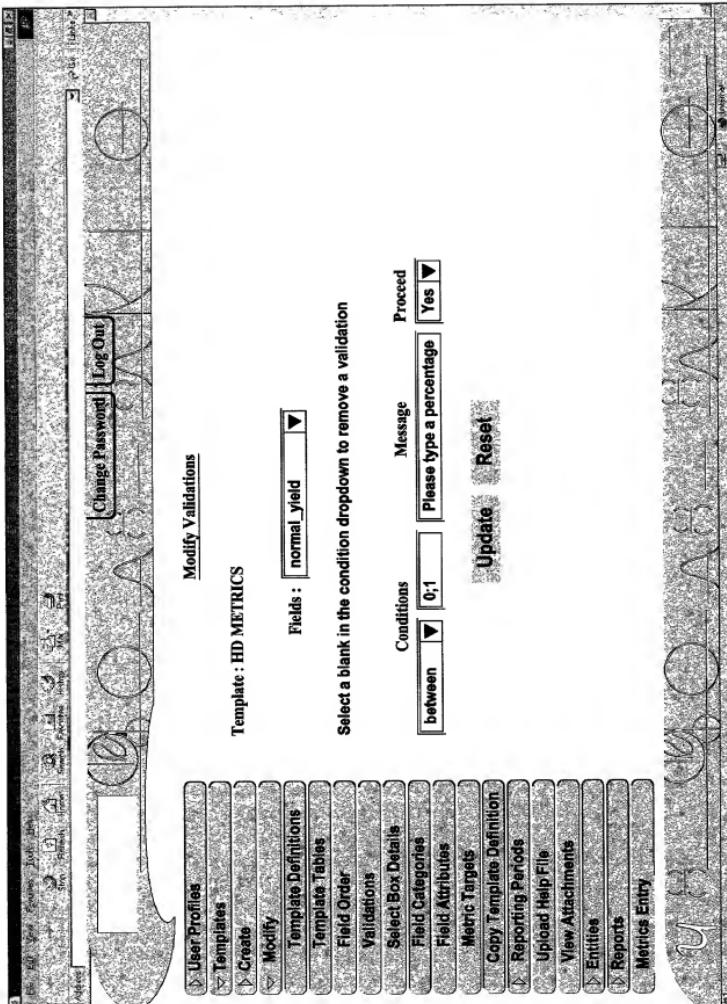
FIGURE 14: CHANGING FIELD ORDER

## Changing Field Order



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## Modify Validations



## FIG. 16

GENERAL SETTINGS

### Modify Select Box

**Templates Modify Select Box**

**Select Field** **Template :** **ITM SLMS** **Fields :** **datacurrency**

**Note:-** Leave the text and value fields in blank to remove an option from the select box

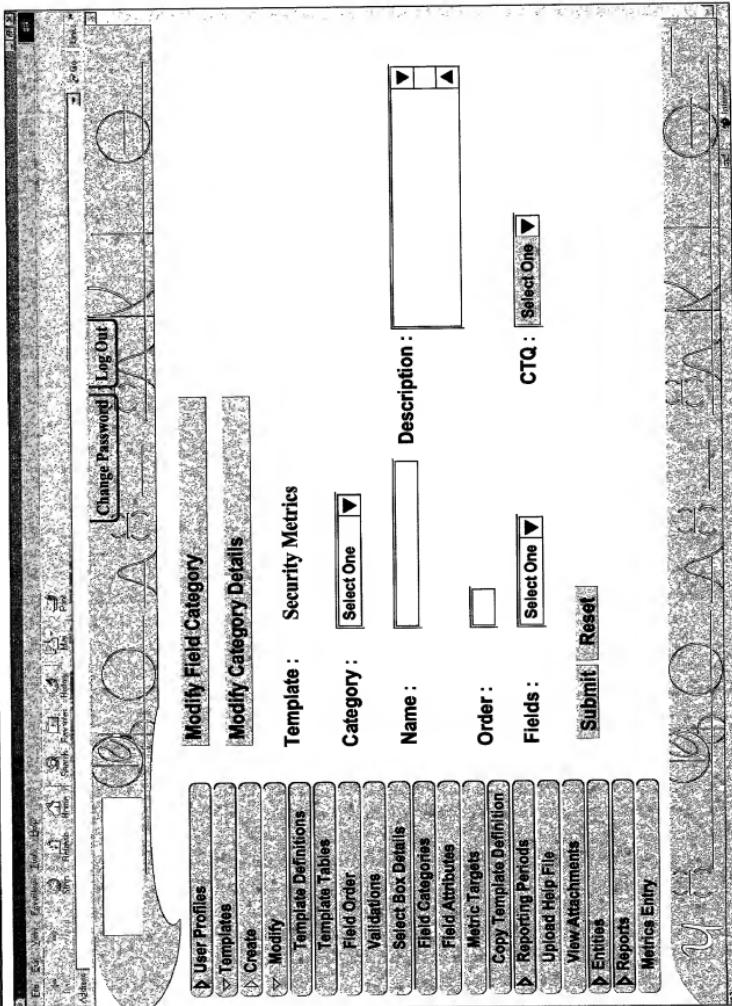
Text	Value
1. Less Than 3 Months	.75
2. Between 3 and 6 Months	.5
3. Between 6 and 9	.25
4. Greater than 9 Months	0
5. Current	1

**Submit** **Reset**

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FIG. 17

## Modify Field Categories

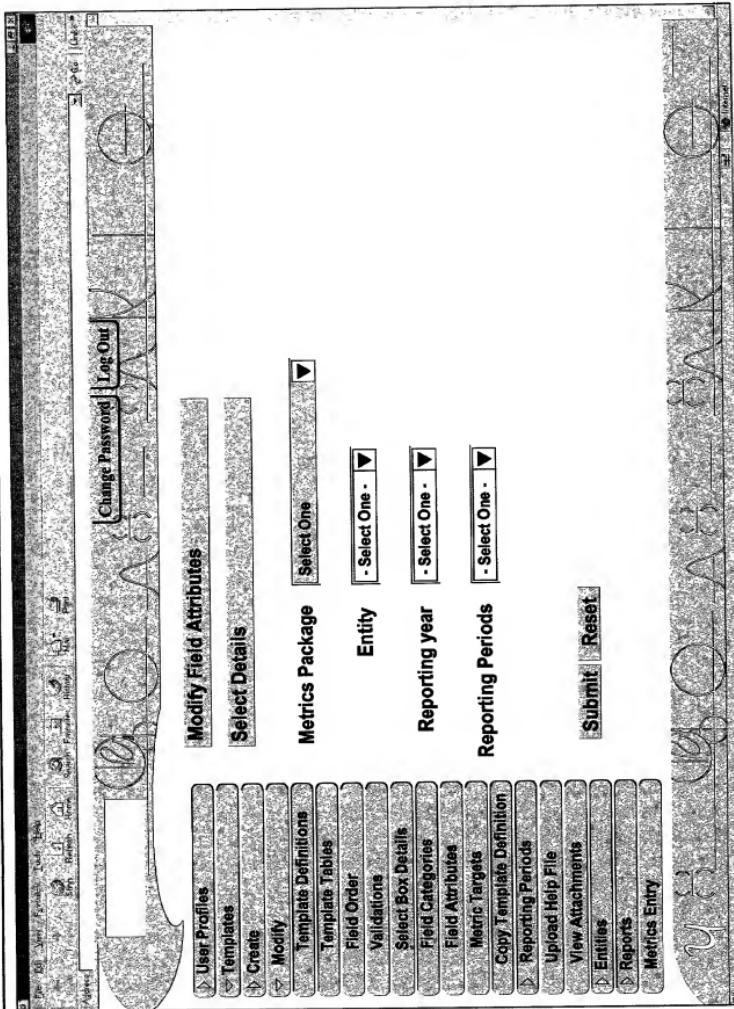


L9/L1

## FIG. 18

TOEGLY SYSTEMS

## Modify Field Attributes



# FIG. 19

FIGURE 19: SPECIFICATIONS

## Modify Field Attributes

The screenshot shows a software interface for modifying field attributes. At the top, there is a navigation bar with links: Home, User Profiles, Templates, Create, Template Definitions, Template Tables, Field Order, Validations, Select Box Details, Field Categories, Field Attributes, Metric Targets, Copy Template Definition, Reporting Periods, Upload Help File, View Attachments, Entities, Reports, and Metrics Entity. Below the navigation bar, there is a search bar and a 'Log Out' button.

The main content area is titled 'Modify Field Attributes' and contains the following information:

- Template Name : :PC Count (global business level)
- Entity :
- Reporting Period : 31-JAN-1900
- Modify Fields

Below this, there is a table titled 'Field Names' with columns: Field Names, Non-Editable, Hidden, and None. The table lists various fields with their corresponding status:

Field Names	Non-Editable	Hidden	None
processowner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
capablepccount	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
pcpreloady2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
pc21thofmsproducts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
nearlaptop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
total_pc_count	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incremental2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
contact_name	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
homepoliccndms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## FIG. 20

TELEGRAM: 270526Z

## Copy Template Definition

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Copy Template Definition

Template name :

Frequency :

Starting period :

Copy from :

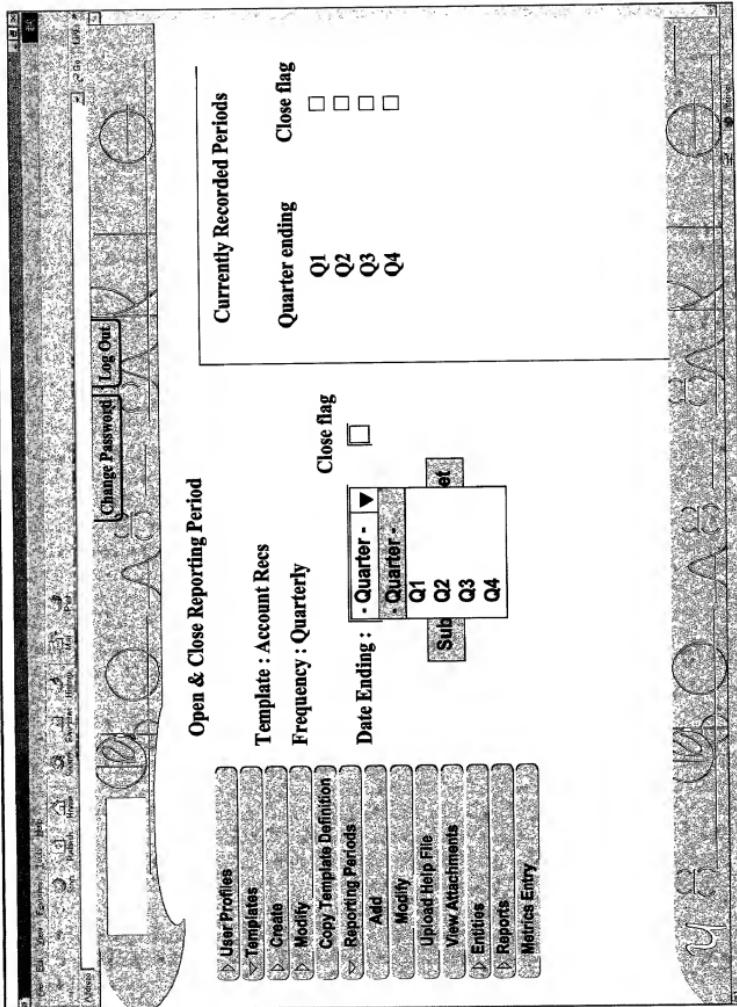
[User Profiles](#) [Templates](#) [Create](#) [Modify](#) [Copy Template Definition](#) [Reporting Periods](#) [Upload Help File](#) [View Attachments](#) [Entities](#) [Reports](#) [Metrics Entry](#)

Thomas M. Fischer, Armstrong Teasdale LLP, One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070  
Title: SYSTEMS AND METHODS FOR MANAGING BUSINESS METRICS  
Serial No. 09/873,815 Atty. Dkt. No. 6079-00017  
Applicant: LA VORGNA et al.

## FIG. 21

PRESENTATION SLIDES 60

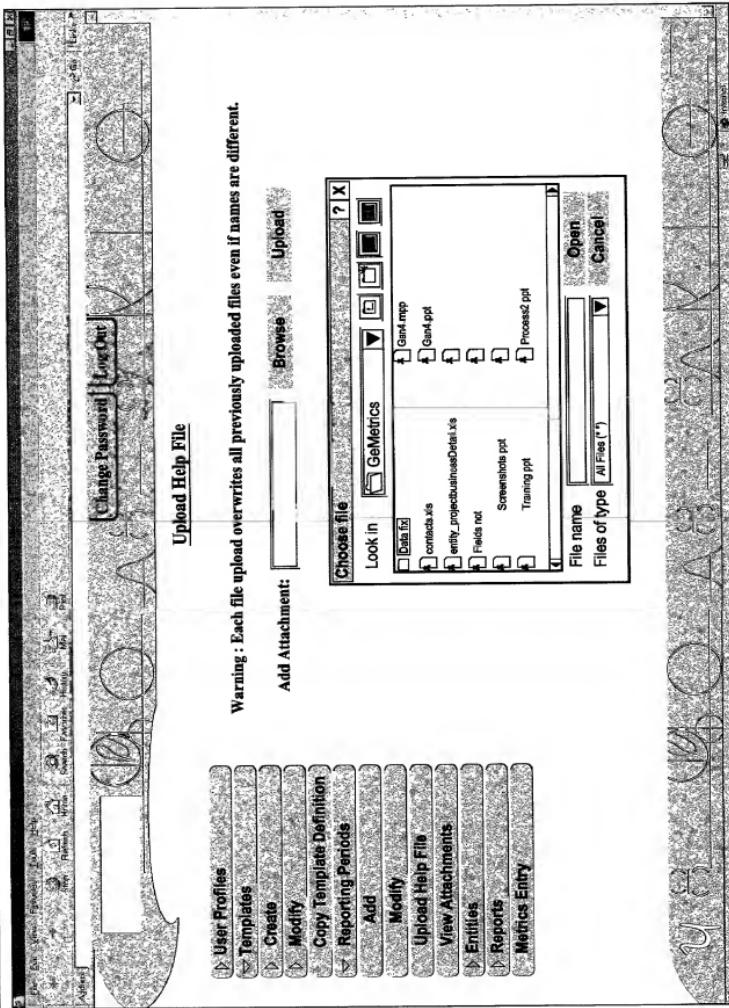
## Reporting Periods



## FIG. 22

TOEPLITZ STRATEGIES

## Upload Help File



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**FIG. 23**

**View Uploaded Files**

The screenshot shows a web application interface. On the left, a vertical navigation menu lists: User Profiles, Templates, Create, Modify, Copy Template Definition, Reporting Periods, Add, Modify, Upload Help File, View Attachments, Entities, Reports, and Metrics Entry. The main content area is titled "View Uploaded Files" and contains a table with two rows. The first row has columns for "File" and "Entity". The second row has columns for "File" and "Metrics Package". The "File" column for the first row contains a link "attachment1". The "File" column for the second row is empty. The "Entity" column for the first row is empty. The "Metrics Package" column for the second row is empty. At the bottom of the page, there is a footer with the text: "Thomas M. Fisher, Armstrong Teasdale LLP, One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070", "Title: SYSTEMS AND METHODS FOR MANAGING BUSINESS METRICS", "Serial No.: 09/873,815", "Atty. Dkt. No.: 60709-00017", and "Application: LAVRGNA et al".

**Example:**

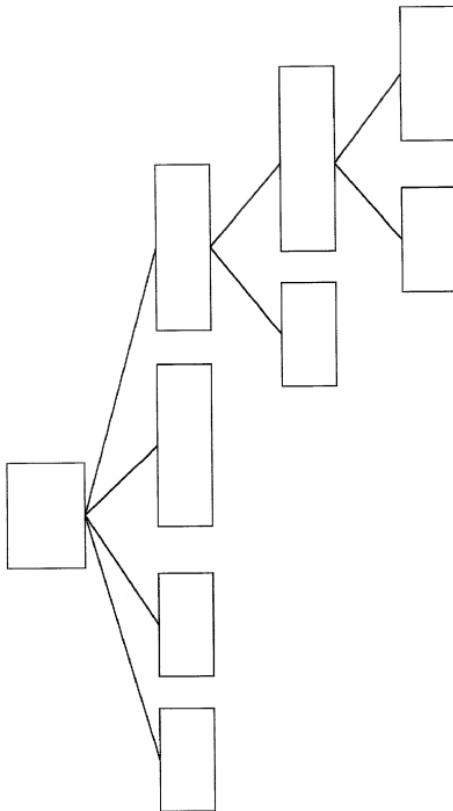
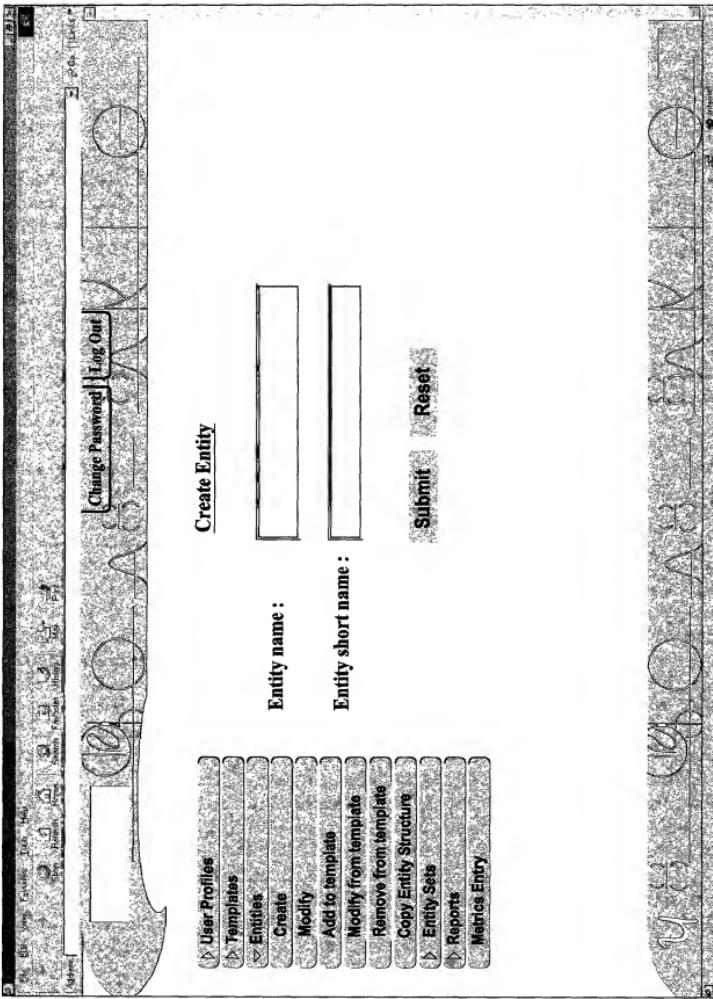


FIG. 25

## Creating new Entities



## FIG. 26

TOP SECRET//STIG//EGG

## Adding Entities to the Template

The screenshot shows a software interface for managing templates and entities. On the left, a sidebar lists navigation links: User Profiles, Templates, Entities, Create, Modify, Add to template, Modify from template, Remove from template, Reports, Metrics Entry, and Metrics Entry. The 'Templates' link is highlighted. The main area contains a form with the following fields:

- Template :
- Entity name :
- Display Name :
- Parent entity :  - Select One -
- Relative Weight
- For Rollups :

Below the form is a toolbar with the following buttons:

- Add to Template
- Save
- Cancel
- Reset
- Submit

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**FIG. 27**

**Modify from Template**

**Modify from template**

Template :

Entity :

Parent Entity :

Display Name :

Relative Weight :  1

For Rollups :

**Submit** **Reset**

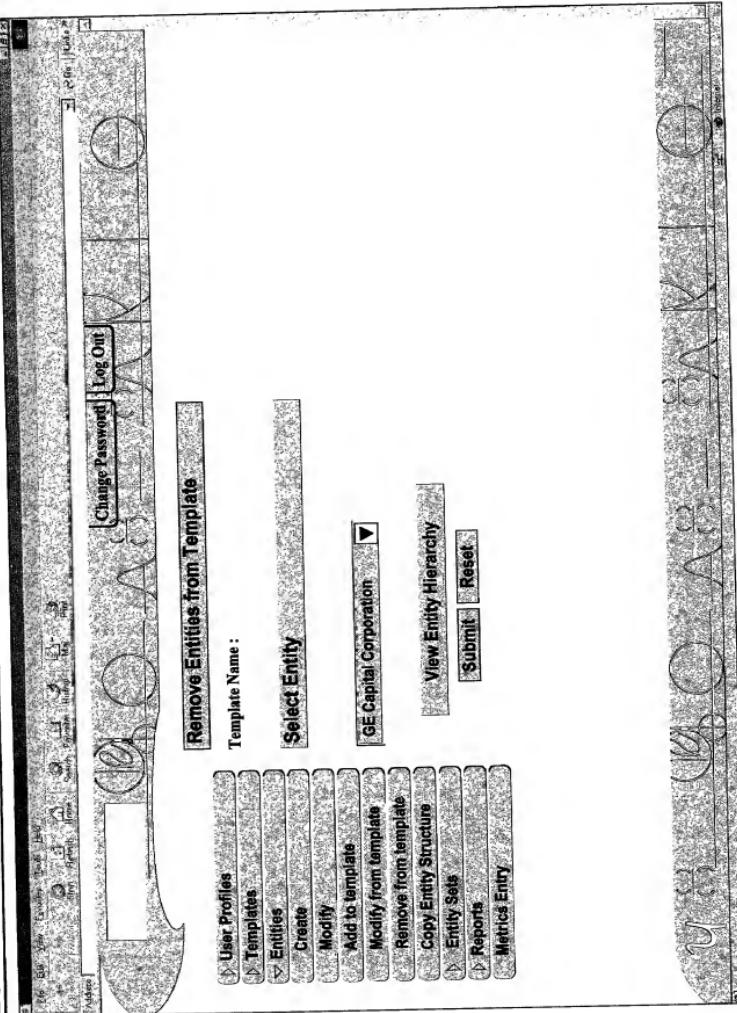
**User Profiles** **Templates** **Entities** **Create** **Modify** **Add to template** **Modify from template** **Remove from template** **Copy Entity Structure** **Entity Sets** **Reports** **Metrics Entry**

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**FIG. 28**

TO 2200-2000-00000000

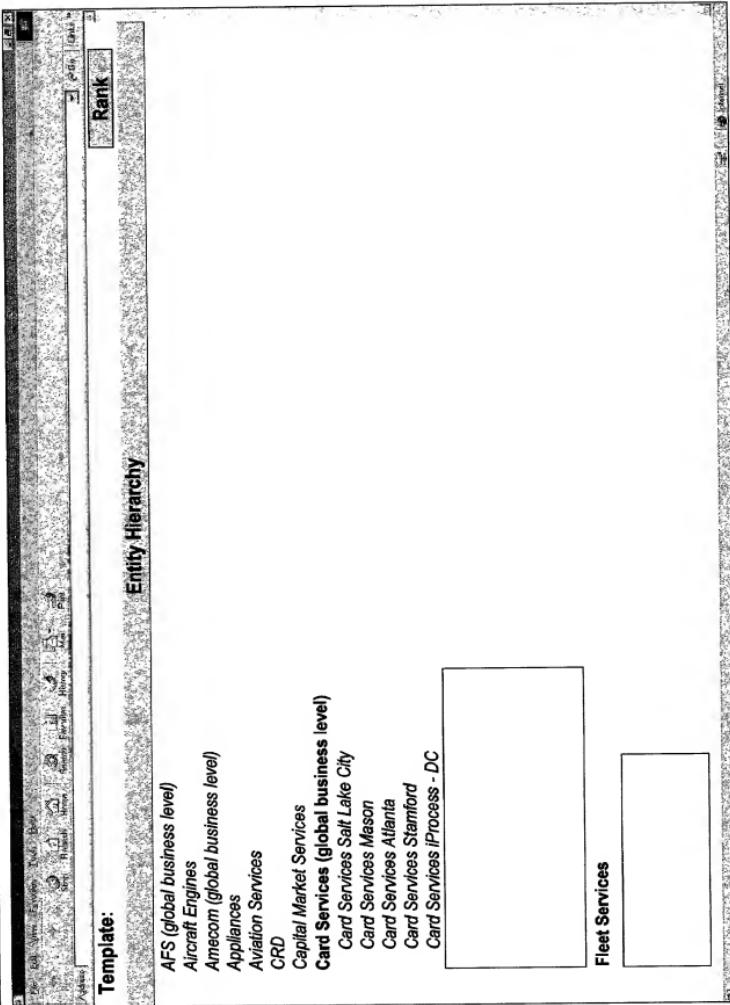
**Remove from Template**



## FIG. 29

TOEGLER STUDIO

## View Entity Hierarchy



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**FIG. 30**

TOEPLITZ SYSTEMS LTD

## Copy Entity Structure

Copy Entity Structure

From Template

To Template

Copy Login IDs

Note : Target template should not have any entities in it.

Submit

Reset

Logout

User Profiles

Templates

Entities

Create

Modify

Add to template

Modify from template

Remove from template

Copy Entity Structure

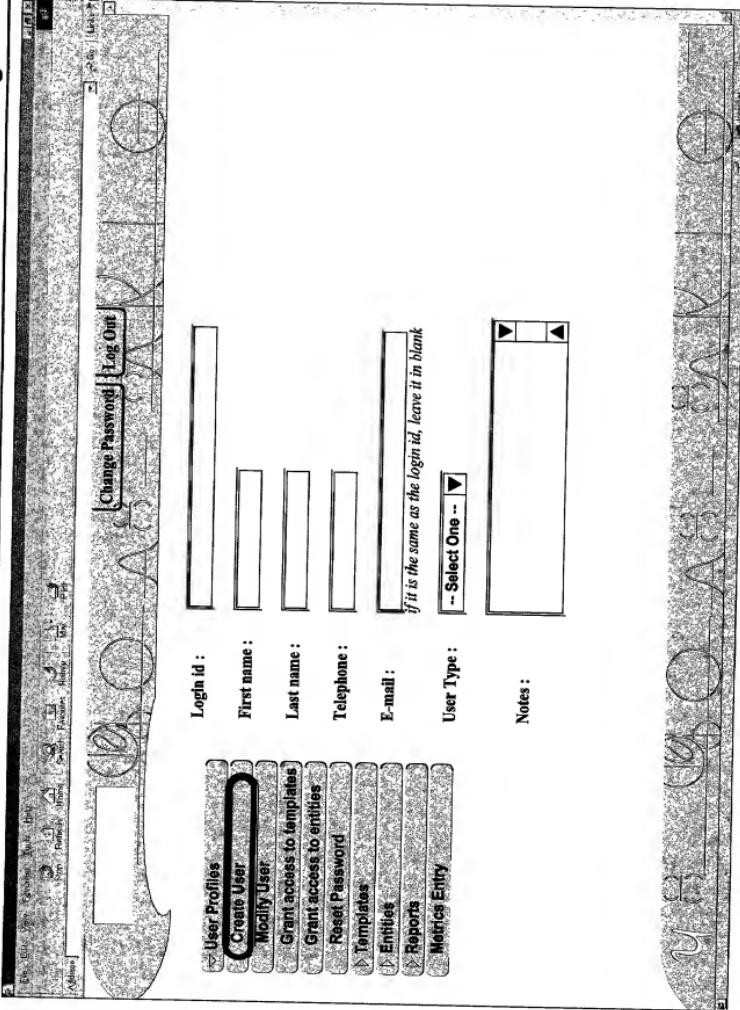
Entity Sets

Reports

Metrics Entry

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## Creating Users

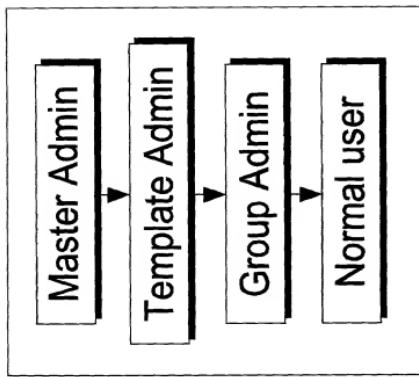


The screenshot shows the TOSCA STUDIO 360 interface with the 'User Profiles' section open. The 'Create User' dialog box is displayed, prompting for user information. The dialog box contains the following fields:

- Login Id:
- First name:
- Last name:
- Telephone:
- E-mail:  (Note: If it is the same as the login id, leave it in blank)
- User Type:
- Notes:

Below the dialog box, the 'User Profiles' section lists the following options:

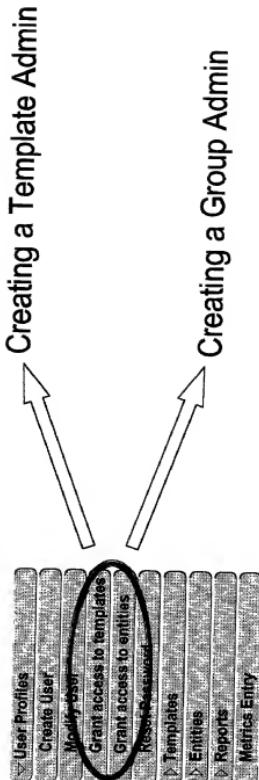
- Create User (highlighted)
- Modify User
- Grant access to templates
- Grant access to entities
- Reset Password
- Templates
- Entities
- Reports
- Metrics Entity



## FIG. 33

TO DO: Create a Group Admin

## Granting User Access



### Template Admin:

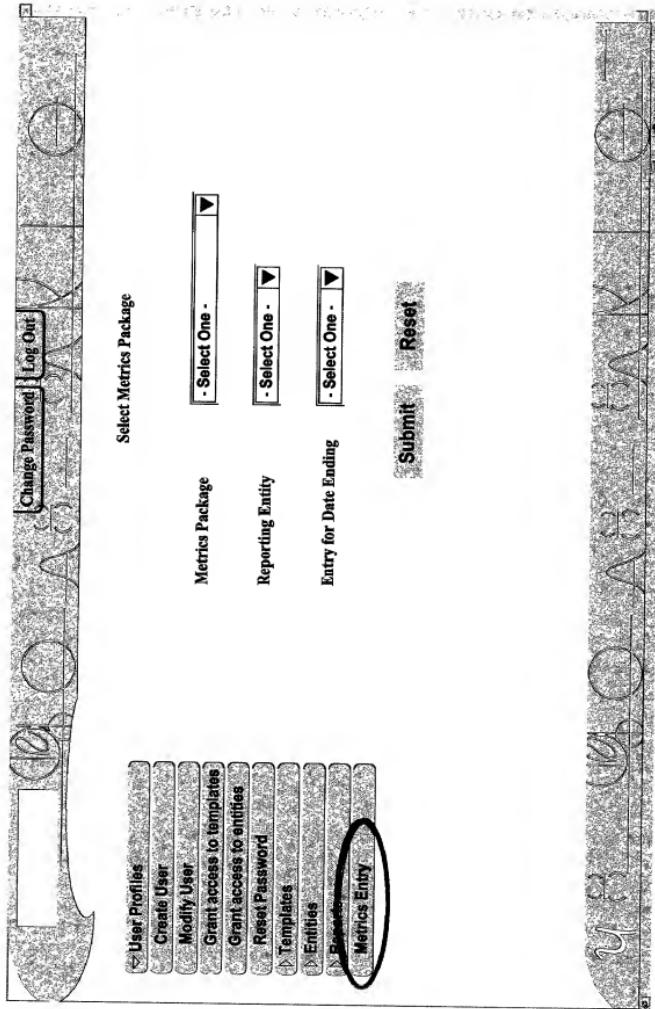
- Select the Template for which you want to grant Access
- Select the user ID for which you want to grant Access
- Select the level of access they should have
- Submit

### Group Admin:

- Select the Template that contains the group for which you want to grant Access
- Select the user ID for which you want to grant Access
- Select the Group that they represent
- Submit
- Select view only or modify privileges

FIG. 34

## Metrics Entry



**FIG. 35**

FIGURE 35: STAGING

**Dashboards**

The screenshot shows the 'Dashboards' application interface. At the top, there is a navigation bar with links for 'Dashboard', 'Select Metrics Package', 'Metrics Package', 'Year of Reporting', 'Reporting Period', 'Start date:', 'End date:', 'Submit', and 'Reset'. Below the navigation bar is a search bar with placeholder text 'Search' and a magnifying glass icon. On the left side, there is a vertical navigation menu with the following items: 'User Profiles', 'Templates', 'Entities', 'Reports', 'Dashboard', 'Trend Analysis', 'Who's in, Who's Out', 'Summary Report', 'Custom Report', 'Help Desk Scores', and 'Metric Entry'. At the bottom of the page, there is a footer with the text 'Thomas M. Fisher: Armstrong Teasdale LLP, One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070' and 'Title: SYSTEMS AND METHODS FOR MANAGING BUSINESS METRICS'.

## FIG. 36

## THOMAS M. FISHER, AMSTRONG TREADSAC LLC, ONE METROPOLITAN SQUARE, ST. LOUIS, MO 63102 (314) 621-5070

## Dashboard

FIG. 36: A screenshot of a web-based dashboard application. The interface is heavily obscured by a large, semi-transparent watermark featuring a stylized 'A' and 'K' logo.

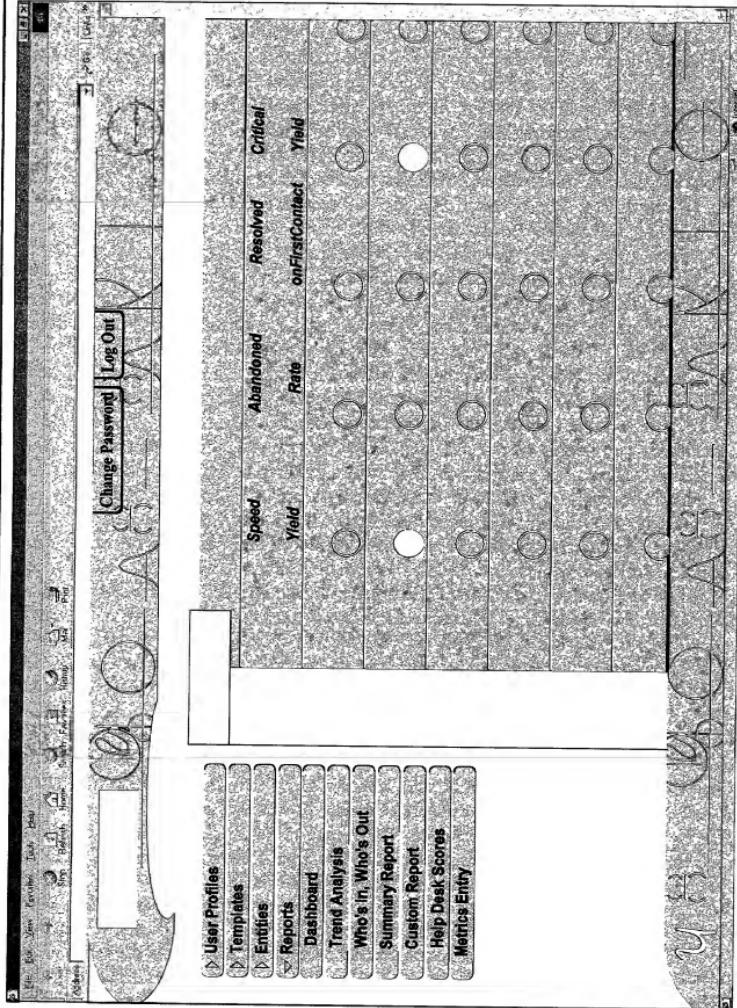
The dashboard includes the following elements:

- Header:** A navigation bar with links: Home, User Profile, System Tools, Help, Logout, and Log Out.
- Left Sidebar:** A vertical menu with the following items:
  - User Profiles
  - Templates
  - Entities
  - Reports
  - Dashboard
  - Trend Analysis
  - Who's In, Who's Out
  - Summary Report
  - Custom Report
  - Help Desk Scores
  - Notice Entry
- Main Content Area:** A form for selecting reporting parameters:
  - Template Name:
  - Reporting Period:
    - Start Date: Aug-2000
    - End Date: Aug-2000
  - Select Entity Option:  ▾
  - Submit
  - Reset

# FIG. 37

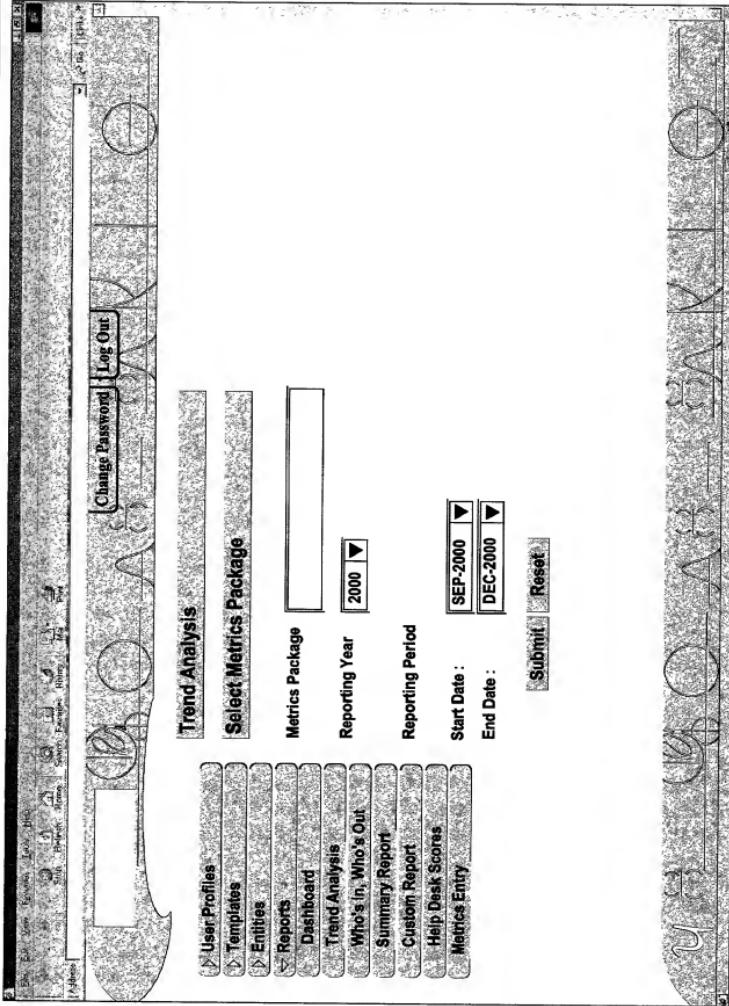
TOEPLITZ SPACES

## Dashboard

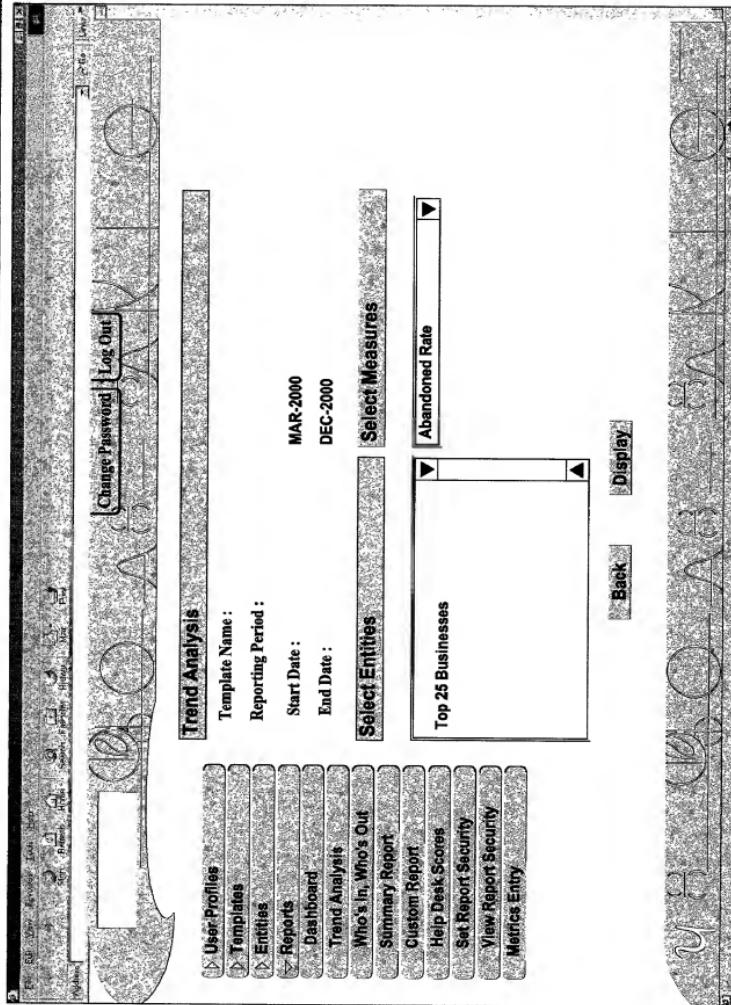


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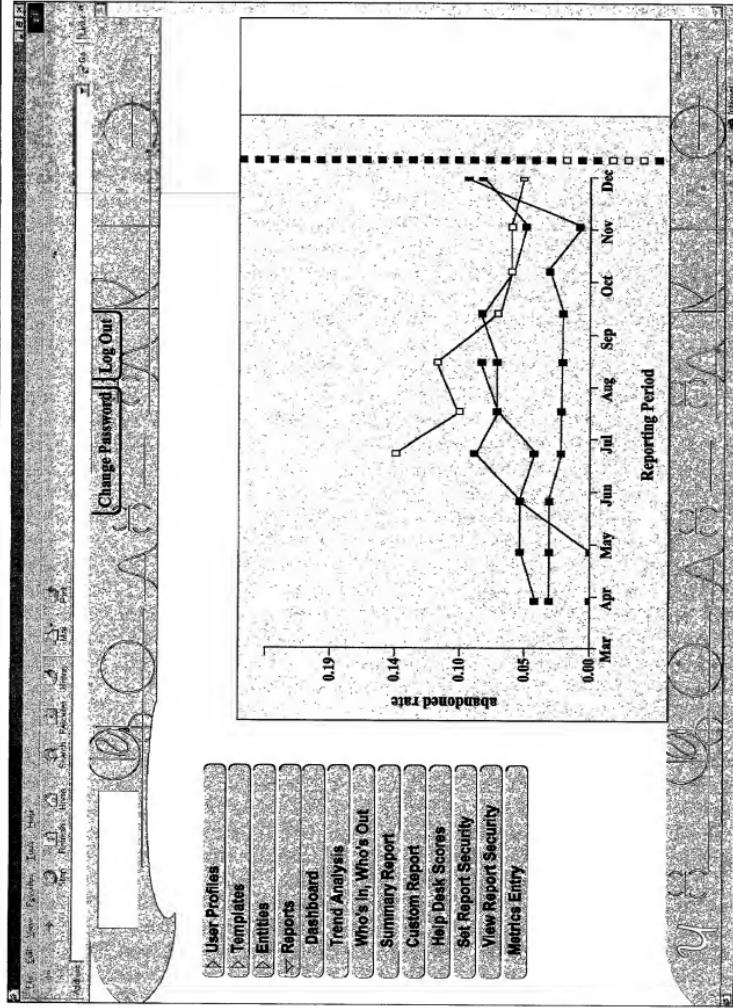
## Trend Analysis

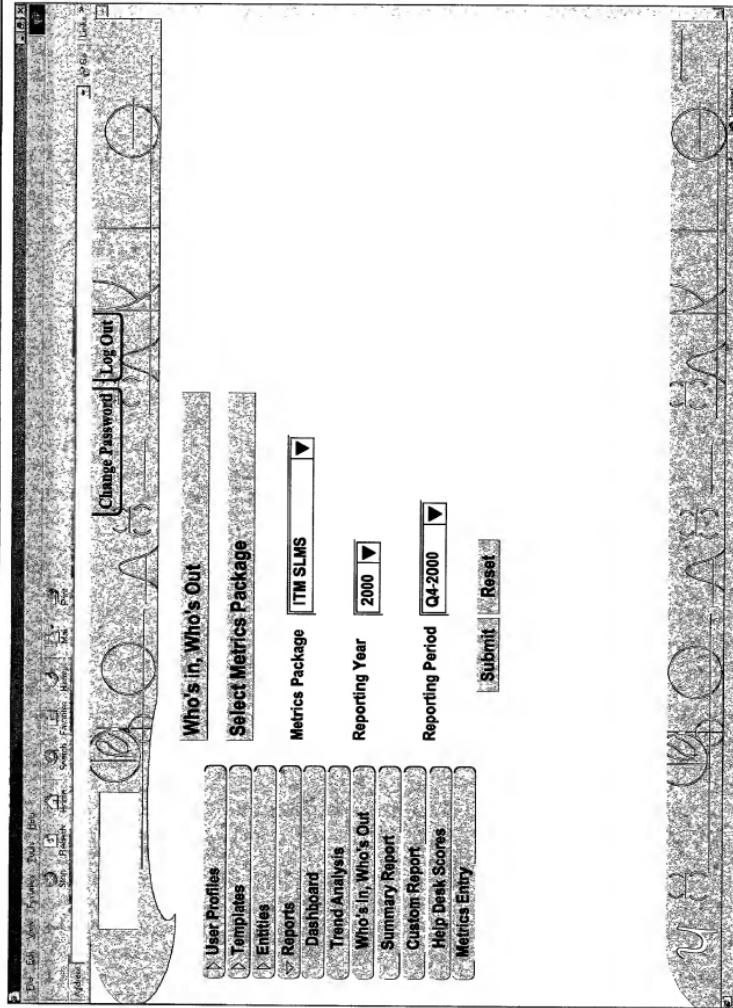


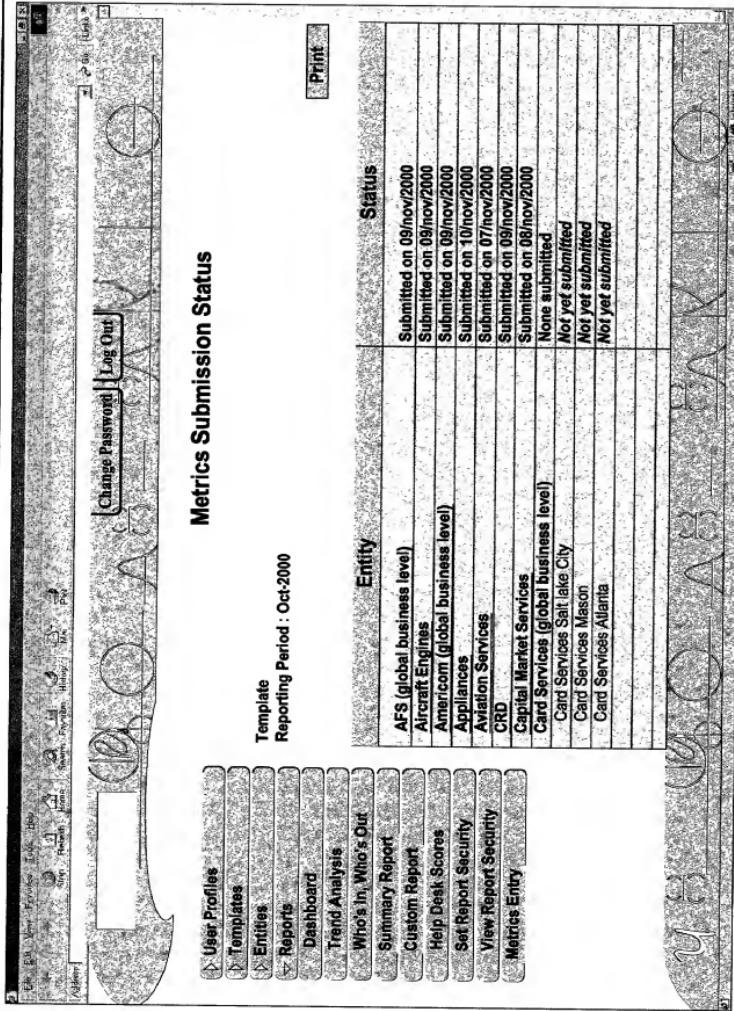
L9/8E

**FIG. 39****Trend Analysis (part 1)**

## Trend Analysis (part 2)







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## FIG. 43

### TRACEABILITY REPORTING

## Summary Report

Summary Report

Select Metrics Package

Metrics Package

Reporting Year

Reporting Period

Submit

User Profiles

Templates

Entities

Reports

Dashboard

Trend Analysis

Who's In, Who's Out

Summary Report

Custom Report

Help Desk Scores

Metrics Entry

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[User Profiles](#)

[Template](#)

[Category](#)

[Metrics](#)

[Authentification](#)

[Security Review](#)

[Risk Management](#)

[No Category](#)

### Metrics Summary Report

Reporting Period :

Business	Sys Access by 3rd Parties	Unprotected Connections	Approved Anolog
Corporate	87.02	74.7	94.64
	100	5	100
	100	100	100
	175	50	
	100	100	100
Plastics	100	100	50
	100	99.99	0
	100	100	100
	100	91.3	100
	100	100	96.9

**FIG. 45**

Custom Report

Select Metrics Package

Metrics Package

Reporting Year

Reporting Period

Start date :

End date :

Submit

User Profiles

Templates

Entities

Reports

Dashboard

Trend Analysis

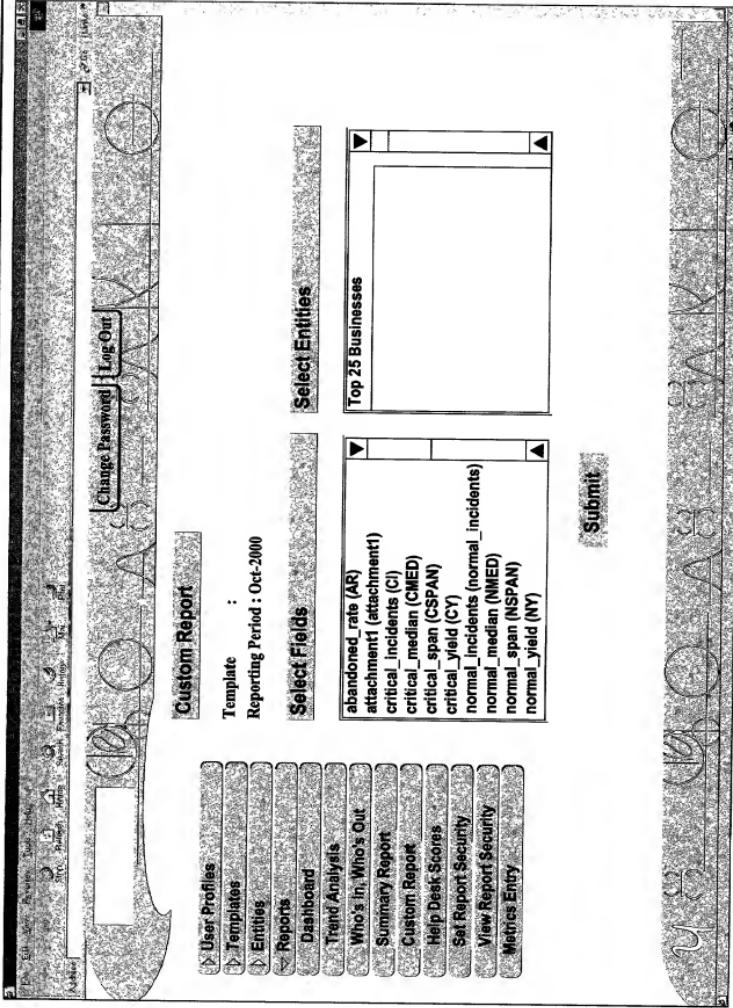
Who's In, Who's Out

Summary Report

Custom Report

Help Desk Scores

Metrics Entry



## Custom Report

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Thomas M. Fisher, Armstrong Teasdale LLP, One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070  
 Title: SYSTEMS AND METHODS FOR MANAGING BUSINESS METRICS  
 Serial No.: 09/873,815 Atty. Dkt. No.: 6079-00017  
 Applicant: LAVORGNA et al.

**Metrics Listing**

User Profiles	Template	PC Count
	Reporting Period : Q4	
	Entity	Total PC Count
	:USA	%Core/adv2 %NCAM
		%IncQualPCs

**Dashboard**

**Trend Analysis**

**Who's In, Who's Out**

**Summary Report**

**Custom Report**

**Help Desk Scores**

**Metrics Entry**

## Help Desk Scores

Change Password | Log Out

**Help Desk Scores**

**Select Metrics Package**

**Metrics Package**

**METRICS**

Reporting Year

Reporting Period

Start Date :

End Date :

**Submit** | **Reset**

User Profiles

Templates

Entities

Reports

Dashboard

Trend Analysis

Who's In/Who's Out

Summary Report

Custom Report

Help Desk Scores

Metrics Entry

## FIG. 49

TOEPLITZ SYSTEMS

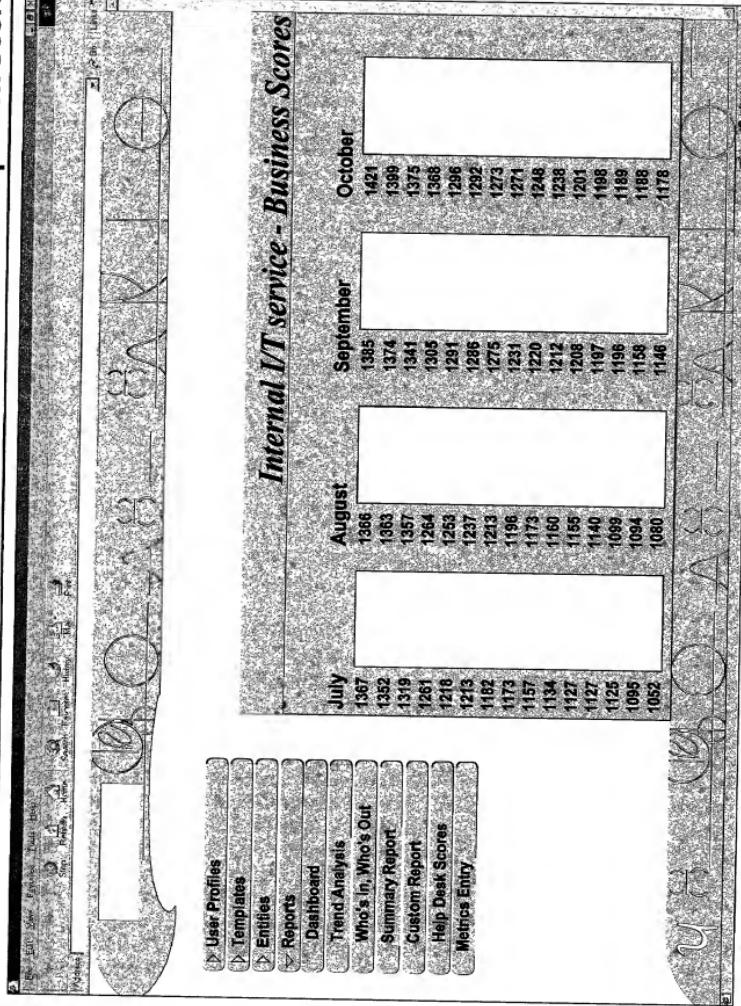
## Help Desk Scores

The screenshot shows a web-based reporting application with the following layout:

- Header:** Includes a "Logout" button and a "Change Password" link.
- Left Sidebar:** A vertical list of report templates:
  - User Profiles
  - Templates
  - Entities
  - Reports
  - Dashboard
  - Trend Analysis
  - Who's In, Who's Out
  - Summary Report
  - Custom Report
  - Help Desk Scores
  - Metrics Entry
- Current Report:** A report titled "Help Desk Scores" for "HD METRICS".
  - Template:** HD METRICS
  - Report Period:** Start Month: Jul-2000, End Month: Oct-2000
  - Select Entities:** A dropdown menu showing "Businesses" and "Top 2 Businesses".
  - Content:** A table titled "Businesses" showing data for "Top 2 Businesses" (global business level). The table includes columns: Rank, Business, and Score. The data shows:

Rank	Business	Score
1	Businesses	100
2	Businesses Atlanta	90
  - Buttons:** "Back" and "Report".

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**FIG. 50****Help Desk Scores**

**FIG. 51**

TOEPLITZ STATION 2260

## Detail Report

The screenshot shows a web-based reporting application with the following interface elements:

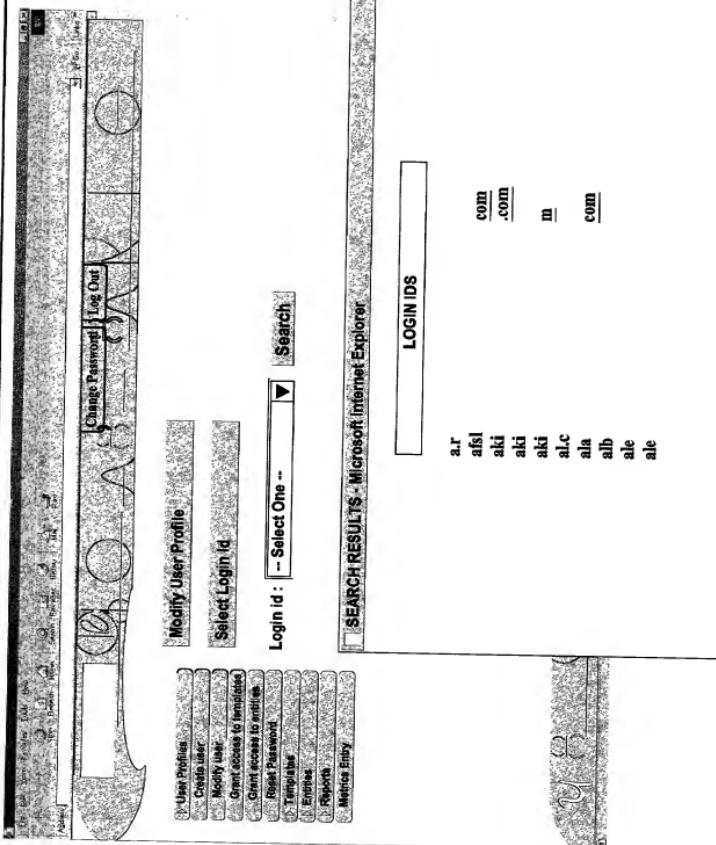
- Header:** The title "Detail Report" is displayed prominently at the top center.
- Left Navigation Bar:** A vertical sidebar on the left contains the following items:
  - User Profiles
  - Templates
  - Entities
  - Reports
  - Dashboard
  - Trend Analysis
  - Who's in, Who's Out
  - Summary Report
  - Custom Report
  - Help Desk Scores
  - Set Report Security
  - View Report Security
  - Metrics Entry
- Report Configuration Panel:** This panel is titled "Detail Report" and includes:
  - Template Entity Name: HD METRICS
  - Reporting Period
  - Buttons for "Change Password" and "Log Out".
- Data Table:** A table titled "HD METRICS" displays data across four columns: Field, Value, Green Level, and Red Level. The data includes:

Field	Value	Green Level	Red Level
Users Supported			
Number of Calls			
Speed Yield			
Speed Median			
Speed Span			
Abandoned Rate			
Resolved on First Contact			
Critical Yield			
Number of Incidents			
Critical Span			
Urgent Yield			
Number of Incidents			
Urgent Median			

## FIG. 52

## FIGURE 52: SPYING ON LOGINS

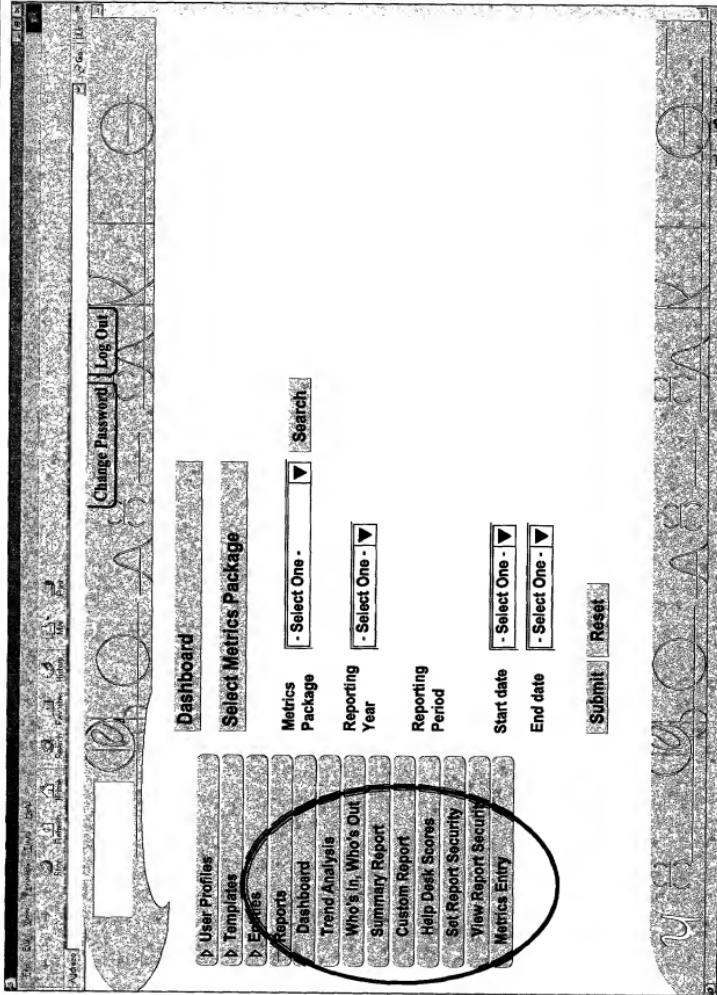
### Modifying Users



**FIG. 53**

REPORTS SECTION

**Viewing Reports**



**FIG. 54**

TO DO LIST STORED

**Create Template Definition**

**Template Definition**

Template name :

Frequency : -Select- ▾

First Due Date :

Contact name :

Contact phone :

Contact email :

Template description :

**Field Definition**

1. Display Type : -Select One - ▾

Field Type : -Select One - ▾

Field Name :

Field Length :

Metric Type : [Select One - ▾]

Default Value :

**TO DO LIST STORED**

**User Profiles**

**Temples**

**Create**

**Template Definitions**

**Validations**

**Select Box Details**

**Field Categories**

**Metric Targets**

**Modify**

**Copy Template Definitions**

**Reporting Periods**

**Upload Help File**

**View Attachments**

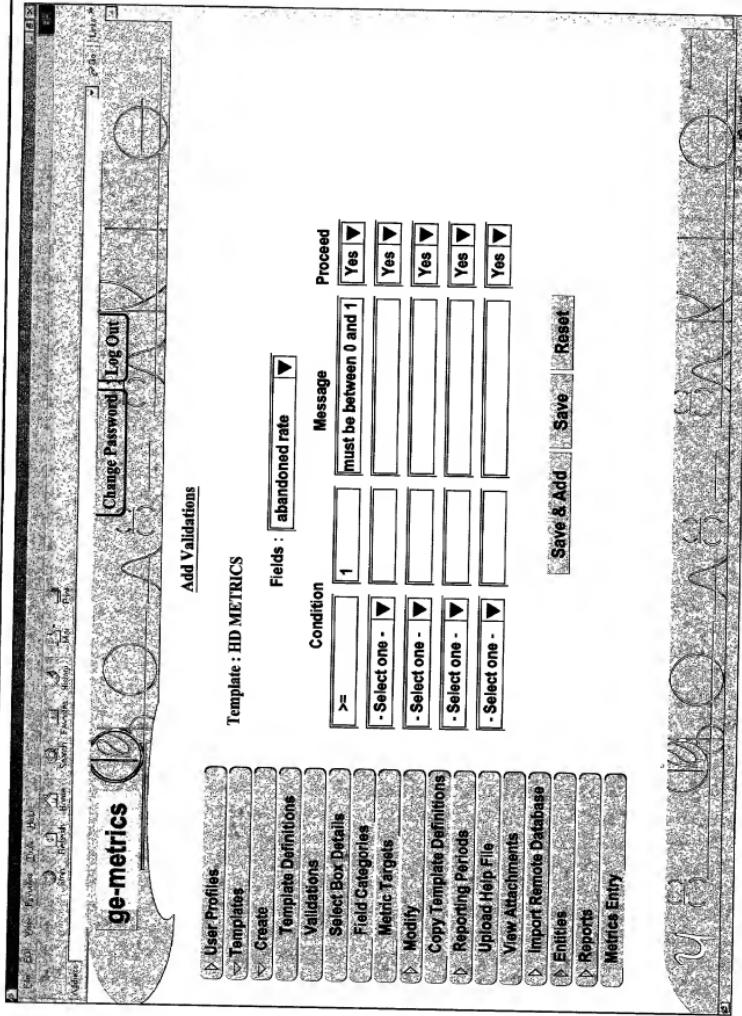
**Import Remote Database**

**Entities**

**Reports**

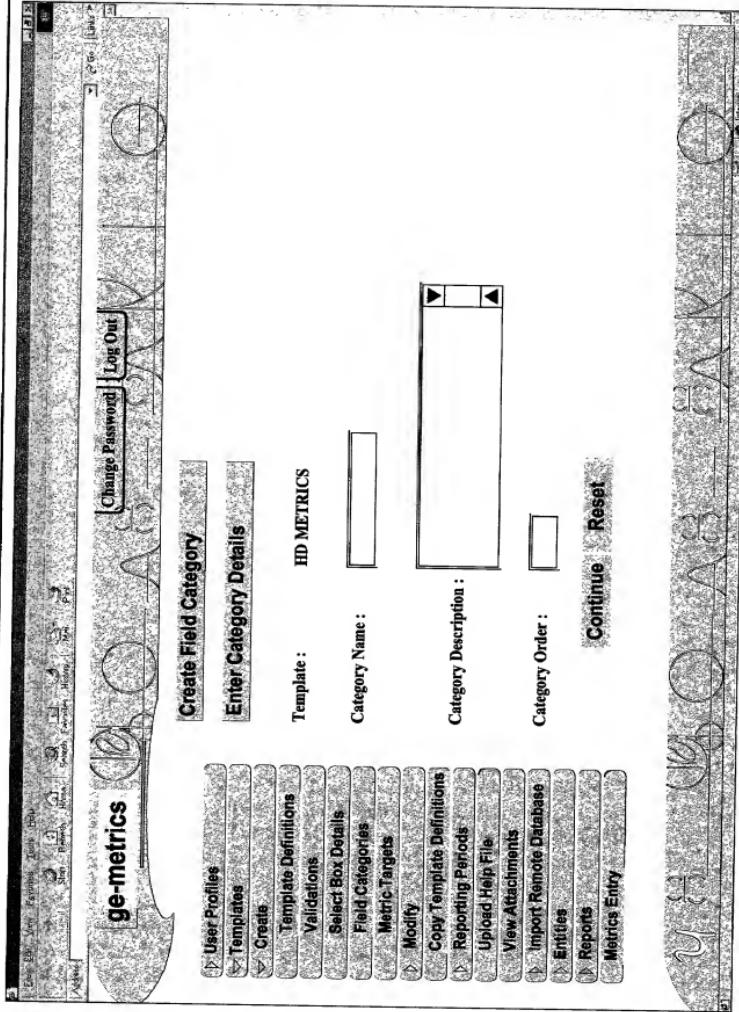
**Metric Entry**

FIG. 55



**FIG. 56**

TO DO LIST = 57322266



**FIG. 57**

TELECOM STAGING

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**ge-metrics**

[Change Password](#) [Log Out](#)

**Create/Modify Metric Targets**

Template name : Monthly  
Frequency : Monthly  
Report Month : Jan 2000

Field order	Field Name	Weight	Green Level	Yellow Level	Red Level
1	users_supported	<input type="text"/>	<input type="button" value="Select"/>	<input type="button" value="Select"/>	<input type="button" value="Select"/>
2	number_of_calls	<input type="text"/>	<input type="button" value="Select"/>	<input type="button" value="Select"/>	<input type="button" value="Select"/>
4	speed_yield	<input type="text"/>	<input button"="" type="button" value=".98"/>	<input type="button" value="between"/>	
5	speed_median	<input type="text"/>	<input type="button" value="Select"/>	<input type="button" value="Select"/>	<input type="button" value="Select"/>
6	speed_span	<input type="text"/>	<input type="button" value="Select"/>	<input type="button" value="Select"/>	<input type="button" value="Select"/>
7	abandoned_rate	<input type="text"/>	<input button"="" type="button" value="0.4"/>	<input type="button" value="between"/>	
8	resolved_on_first_c	<input type="text"/>	<input button"="" type="button" value=".6"/>	<input type="button" value="between"/>	
10	critical_yield	<input type="text"/>	<input button"="" type="button" value=".98"/>	<input type="button" value="between"/>	

**User Profiles**

Templates

Create

Template Definitions

Validations

Select Box Details

Field Categories

Metric Targets

Modify

Copy Template Definitions

Reporting Periods

Upload Held File

View Attachments

Import Remote Database

Entities

Reports

Metrics Entity

The screenshot shows a web-based application interface for 'ge-metrics'. The top navigation bar includes links for 'Logout', 'Change Password', and 'Log Out'. Below this is a 'Create Entity' form. The 'Entity name' field contains 'GE Capital Corporation', and the 'Entity short name' field contains 'GECC'. To the right of these fields are 'Submit' and 'Reset' buttons. On the left side of the page, there is a vertical sidebar with a list of navigation links: 'User Profiles', 'Templates', 'Entities', 'Create', 'Modify', 'Add to template', 'Modify from template', 'Remove from template', 'Copy Entity Structure', 'Entity Sets', 'Reports', and 'Metrics Entry'. The background of the application features a large, stylized graphic of a hand holding a pen, with the text 'ge-metrics' written across it.

ge-metrics

Logout | Change Password | Log Out

Create Entity

Entity name :

Entity short name :

User Profiles

Templates

Entities

Create

Modify

Add to template

Modify from template

Remove from template

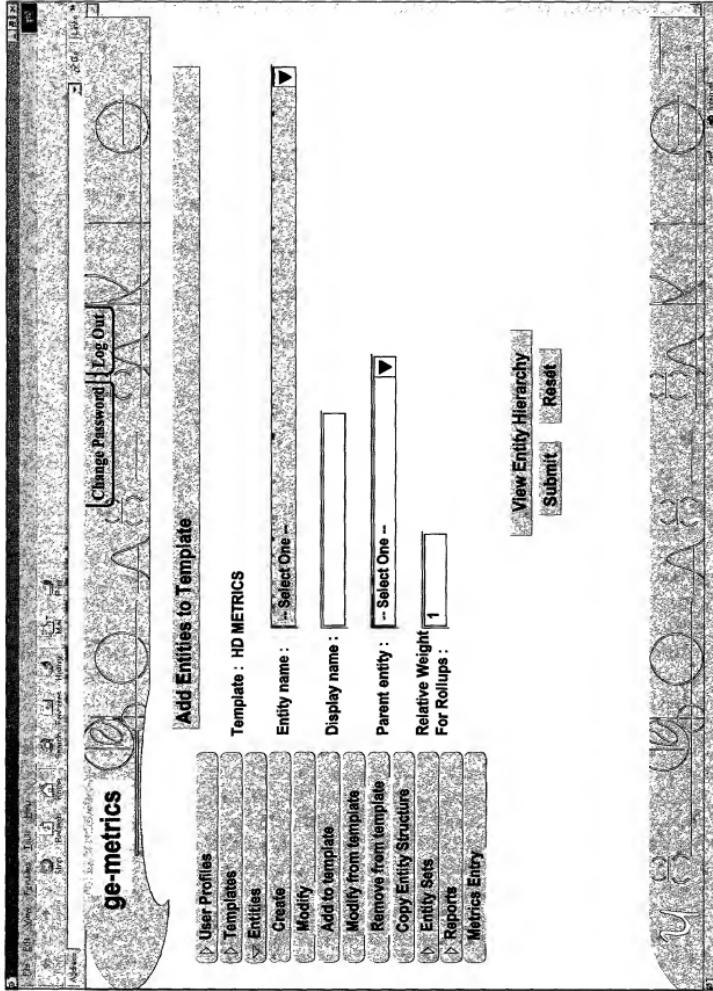
Copy Entity Structure

Entity Sets

Reports

Metrics Entry

**FIG. 59**



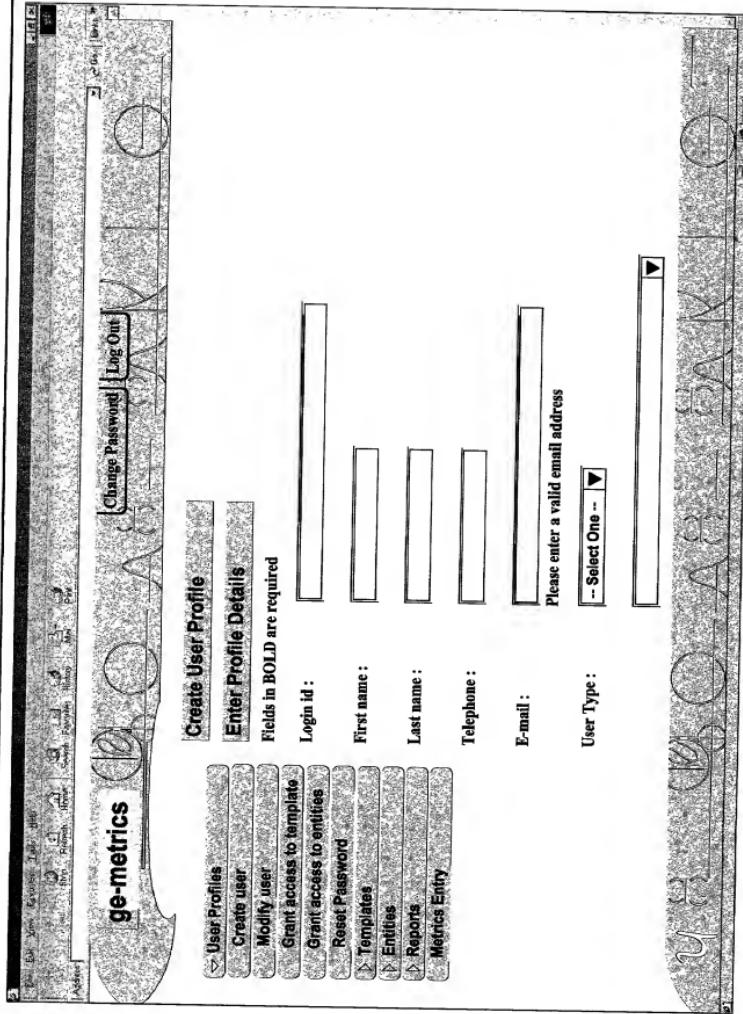
**FIG. 60**

TOOLKIT - STEP 6.0

The screenshot shows a web-based application interface. At the top, there is a navigation bar with links for 'Home', 'Logout', 'Change Password', and 'Log Out'. Below the navigation bar, the title 'Copy Entity Structure' is displayed. On the left, a vertical sidebar lists several menu items: 'User Profiles', 'Templates', 'Entities', 'Create', 'Modify', 'Add to template', 'Modify from template', 'Remove from template', 'Copy Entity Structure', 'Entity Sets', 'Reports', 'Metrics Entry', and 'Metrics'. The 'Copy Entity Structure' item is highlighted with a blue border. The main content area contains two dropdown menus: 'From Template' and 'To Template', both set to 'Select One'. Below these dropdowns is a checkbox labeled 'Copy Login IDs'. A note on the right states: 'Note : Target templates should not have any entities in it.' At the bottom of the page are two buttons: 'Submit' and 'Reset'.

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FIG. 61



**FIG. 62**

TO DO LIST

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ge-metrics

Template Name : HD METRICS

Grant Access to Template

Select Login Id

Search

Submit Reset Create User

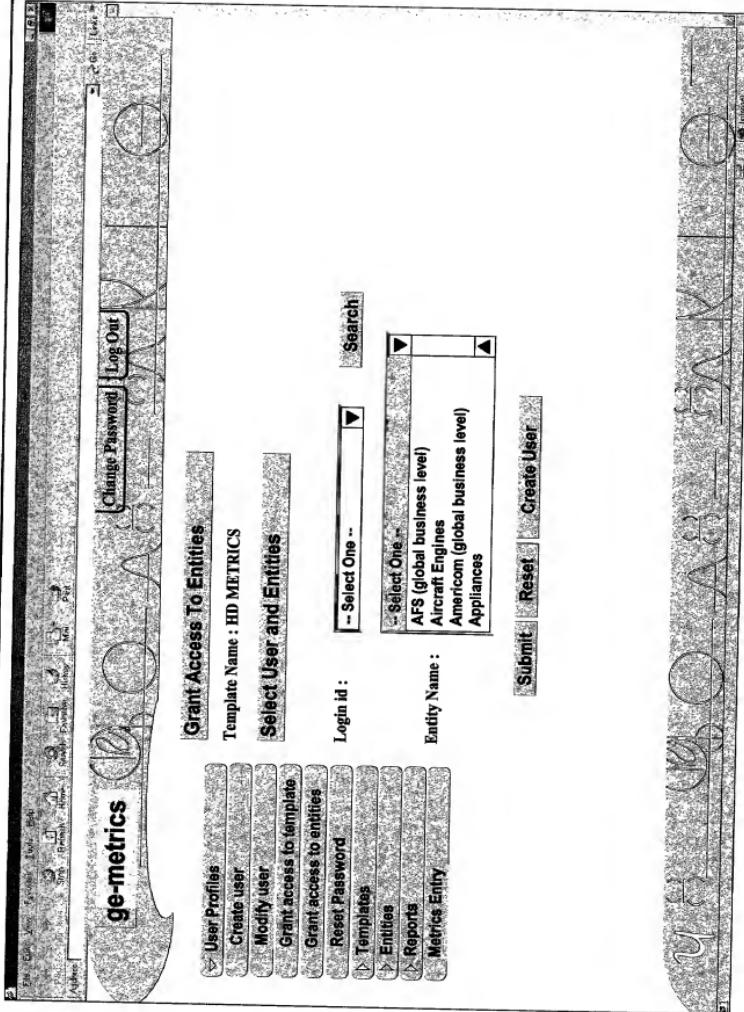
User Profiles Create user Modify user Grant access to template Grant access to entities Reset Password

Templates Entities Reports Metric Entry

a.ramessh@geindia.com  
asparedo@efs  
adam.hanks@gecapital.com  
adrian.pacheco@gecapital.com  
adriel.tam@gecapital.com  
anexample  
ashan.iddiqui@gecapital.com  
atsocanada

FIG. 63

卷之三



**FIG. 64**

TO2204\* STAGE2360

The screenshot shows a web application interface for 'ge-metrics'. At the top, there is a navigation bar with links for 'Home', 'Logout', 'Change Password', and 'Logout'. Below the navigation bar, the title 'ge-metrics' is displayed in a large, stylized font. The main content area is titled 'Metrics Entry' and contains several input fields and dropdown menus:

- User Profiles:** A list of user-related options including 'Create user', 'Modify user', 'Grant access to template', 'Grant access to entities', 'Reset Password', 'Templates', 'Entities', 'Reports', and 'Metrics Entry'.
- Select Template:** A dropdown menu currently set to 'HD METRICS'.
- Metrics Package:** A dropdown menu currently set to 'Aircraft Engines'.
- Reporting Entity:** A dropdown menu currently set to 'Aircraft Engines'.
- Reporting Period:** A dropdown menu currently set to 'Apr 2001'.
- Submit:** A button to submit the form.
- Reset:** A button to reset the form.

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**FIG. 65**

FIGURE 65: SIGN-IN

**ge-metrics**

[Change Password](#) | [Log Out](#)

**Metrics Entity**

User ID : admin Entity : Aircraft Engines Template : HD METRICS Reporting Period : Apr-2001

*Contact Information for this Template :*

Name : David Lee Phone : 228-2206 Email : david\_lee@gecapital.com

**Warning :** Session will expire in 1 hour. You may save partial input and can comeback later.

**Note :** Please enter all percentages in decimals between 0 and 1, e.g. for 98% enter 0.98

**User Profiles**

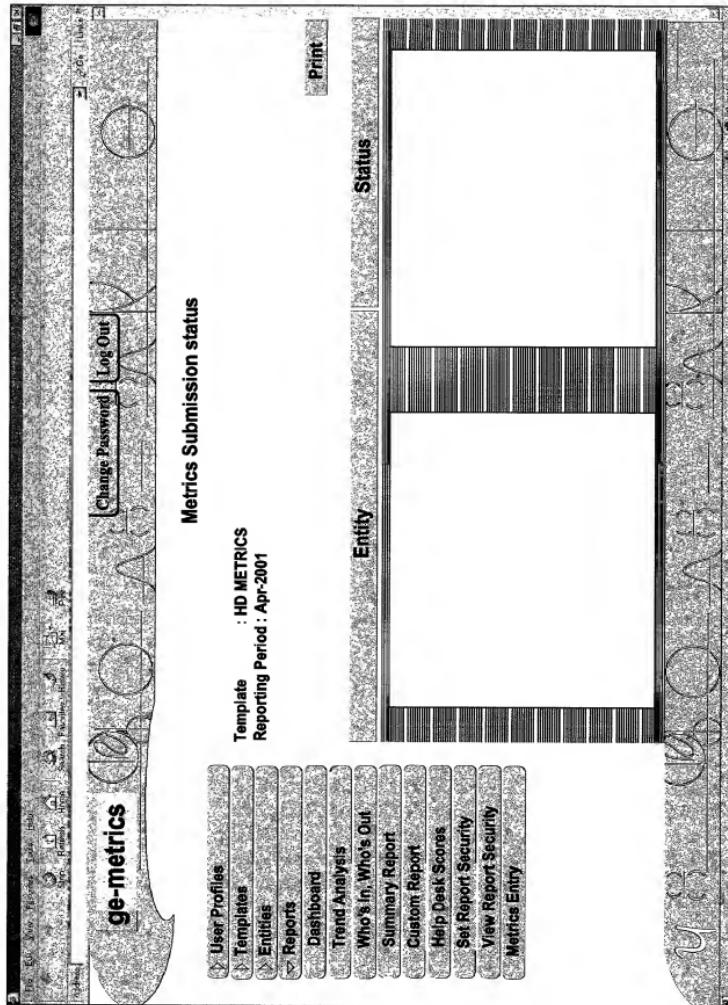
- [Create user](#)
- [Modify user](#)
- [Grant access to template](#)
- [Grant access to entities](#)
- [Reset Password](#)
- [Templates](#)
- [Entities](#)
- [Reports](#)
- [Metrics Entity](#)

**Speed to Answer**

Speed Yield	0.9695
Speed Median	21

**Users Supported**

Number of Calls	14838
-----------------	-------



**FIG. 67**

